

Issue 211

30 March 1996

CBW

Coach and Bus Week

The PSV industry's news weekly

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sights on acquisition**

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1989 (April) DENNIS JAVELIN 12M

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1989 (February) LEYLAND TIGER 6TL II ENGINE

57 reclining seats trimmed grey/red moquette, power entrance door, tinted side windows, (ZF 6 speed gearbox), finished all white. M.O.T. 13th March 1997

1989 (January) MERCEDES BENZ 0303 12M

53 reclining seats (VOGEL), red/orange/yellow moquette, courier seat, rear continental door, tinted side windows with roller blinds, power entrance door with peage window, full SUTRAK air conditioning, carpet to gangway and driver's area, finished red and cream. Choice of 4. M.O.T. 30th November 1996

1988 (May) DAF MB230 VAN HOOL ALIZEE 12M

42 recliners, grey/blue striped moquette, courier seat, continental door, rear toilet, servery (including water boiler, sink, optics, power converter for microwave oven, fridge and extensive cupboard space), 3 x TVs/Video, double glazed tinted side windows, power operated entrance door, TELMA, wabasto, finished silver/maroon. M.O.T. 24th May 1996

1987 (May) BOVA FUTURA FHD 12M

49/53 recliners, brown/orange/yellow moquette, courier seat, centre sunken demountable toilet with continental door, drinks machine, tinted double glazed windows, power operated entrance door, finished cream/red/yellow. M.O.T. 18th February 1997

1987 Bedford YNV 12M PLAXTON PARAMOUNT 3200

53 recliners, brown striped moquette, nearside floor mounted toilet, tinted side windows, curtains, power operated entrance door, finished white/maroon/orange. M.O.T. March 1997

1985 (April) BOVA FUTURA FHD 12M

49/53 recliners, brown/orange/yellow moquette, courier seat, centre sunken demountable toilet with continental door, wired for TV/Video, tinted double glazed windows, power operated entrance door, finished cream/red/yellow. M.O.T. 6th February 1997

1984 (April) LEYLAND TIGER 12M DUPLÉ CARIBBEAN

46 reclining seats trimmed in brown/orange moquette, rear offside sunken toilet with continental door, rear servery, double glazed tinted side windows, power operated entrance door, courier seat, semi-automatic gearbox, finished white/green/red. M.O.T. 10th February 1997

1984 (May) ROYAL TIGER PLAXTON PARAMOUNT 3500

49 reclining seats RETRIMMED in brown/orange moquette, courier seat, rear offside sunken toilet with continental door, rear servery, tinted double glazed windows with roller blinds, power operated entrance door, TELMA gearbox, finished all white. Offered with new M.O.T.

1984 (May) DAF MB200 DKFL VAN HOOL ALIZEE

49/53 LABELLE reclining seats trimmed in brown/orange striped moquette, courier seat, tinted side windows with curtains, wired for TV/Video, power entrance door, centre sunken demountable toilet with continental door, finished in cream/red/yellow. M.O.T. 20th October 1996

1983 (February) LEYLAND TIGER 12M DUPLÉ CARIBBEAN

46 reclining seats trimmed in brown/orange moquette, rear offside sunken toilet with continental door, rear servery, double glazed tinted side windows, power operated entrance door, semi automatic gearbox, finished white/green/red. M.O.T. 27th January 1997

1983 (May) VOLVO B10M VAN HOOL ALIZEE 12M

49/53 recliners, brown/yellow moquette, courier seat, centre sunken demountable toilet with continental door, tinted side windows, power operated entrance door, finished cream/red/yellow. M.O.T. 7th February 1997

1983 (May) LEYLAND TIGER 12M DUPLÉ CARIBBEAN

46 reclining seats trimmed in brown/orange moquette, courier seat, rear offside sunken toilet with continental door, rear servery, double glazed tinted side windows, power operated entrance door, semi-automatic gearbox, finished white/green/red. M.O.T. 18th July 1996

1983 (June) SCANIA K112 12M JONCKHEERE P50

51 recliners, grey/purple, pink moquette, courier seat, centre sunken toilet with continental door, drinks machine, fridge, driver's berth, TV/Video, tinted side windows, power operated entrance door, TELMA, finished white/red relief. M.O.T. 18th July 1996

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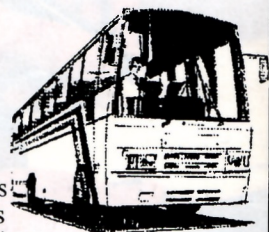
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CBW

Coach and Bus Week
The PSV industry's news weekly

THE French have been a law unto themselves. Operators know to expect on-the-spot fines for spurious offences from police who stubbornly claim: "Je ne comprend pas."

But, monsieur, it is we who do not understand. Why is the French interpretation of drivers' hours and tachograph regulations different to ours?

Are they unaware of domestic driving rules? If so, why not? Surely this is an age where harmonisation and common understanding are the currency of the EU and pan-European co-operation?

Sadly not. Operation Musclée in Paris was set up to give publicity to a French Ministry campaign.

We have spot checks in the UK, so we cannot complain about the French doing the same. But a British operator stopped in France is severely disadvantaged. Spot fines and the threat of impounding effectively removes access to justice. If you complain you get nowhere so you pay up and look after the passengers.

In the words of operators who spoke to *CBW*: "You can't do anything about it."

Things must change, otherwise it's tempting to suggest that visiting French coaches are treated in exactly the same way they treat ours.

● YOU would expect Stagecoach to have a computerised maintenance system (see news pages) but it's strange that more coach and bus businesses don't regard a computer as essential as a desk diary... or, indeed, a replacement for a desk diary.

Even a £750 machine can calculate hire rates accurately, predict profit from tours as each new passenger books, give per-mile running costs of each of your vehicles, prepare your accounts, print your stationery, send your bills, prepare your mailshots, and even fax your clients, one at a time, while you are sleeping.

So no excuses. If you haven't taken the plunge, take some sound advice from your kids, and install a computer this year!

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events

15-18 April: Policies Not Politics, CPT Scottish Conference, Turnberry Hotel, Ayreshire. Contact Peter Thompson on 0141 6394984

17-18 April: Smart Cards in Transport, Practical Progress and the Way Ahead, second international conference, Landmark Hotel, London. Details from International Conference Group on 0181 743 8787, fax 0181 740 1717

17 April: Regional Planning Guidance Will Affect You - Royal Town Planning Institute Northern Branch all-day, Durham County Hall. Details on 0191 222 7812

18 April: Buses Worldwide meeting, Fred Tallent Hall, Drummond Street, London NW1. David Corke on Cyprus, the past 10 years. Details from Ian Johnston, 3 Cypress Drive, Fleet, Hants, GU13 9HE

18-19 April: Getting Public Transport Ready for the 21st Century. Nottingham Transport Conference and Exhibition 1996, University of Nottingham. Details from Ann Chapman, Conference Secretary, CICC, PO Box 14, Cambridge CB1 5EN, tel 01223 881622, fax 01223 881604

20-21 April: Brighton Coach Rally, Madeira Drive, Brighton. Contact Paul or Anne Cousins, Coach Displays, tel 0181 842 0056, fax 0181 842 0070

24-25 April: 1996 Minibus and Fleet Management Conference, Excelsior Hotel, Heathrow, London. Details from Debra Huntley on 0171 582 3872, fax 0171 735 1299

24-26 April: European Conference on Urban Transport, Energy and Intermodality, Bilbao, Spain. Details from Transport and Travel Research on 01543 416416, fax 01543 416681

15 May: Beyond PPG6 - A Mixed Future For Town Centre. Royal Town Planning Institute, Northern Branch all-day at Chester Le Street Civic Centre. Details on 0191 222 7812

Bus

FirstBus chief hits out at SuperTram

Lockhead lectures on the advantages of the bus

by Mark Williams

CHIEF executive of FirstBus, Moir Lockhead, has come down hard on light rail schemes, claiming private capital would be hard to find for projects like Sheffield's SuperTram.

Delivering the Chartered Institute of Transport's Frederick Speight Memorial Lecture in Ipswich, Mr Lockhead said Sheffield's light rail was losing £0.5 million a month, and that conventional buses still offered the best alternative.

"In terms of value for money, these schemes can be classed as fairly expensive, especially when you compare them with lower-cost options such as guided busways," said Mr Lockhead. "For instance, around 2,500 new double-deck buses could have been bought for Sheffield.

"Those buses would have served 100 per cent of the population, compared to SuperTram's three to four per cent.

"I believe there will

be a reluctance to invest heavily in urban light rail systems... Guided busways might be offered as an alternative in some cities but I believe the bulk of traffic will still be moved by conventional buses."

Mr Lockhead said the Aberdeen park-and-ride scheme run by FirstBus had doubled patronage within a Summer's full use, and peaked with 24,000 journeys at Christmas last year.

"Here in Ipswich, you can find one of the best examples of low-cost bus and traffic management schemes. For an investment of only £2 million, passenger growth of 20 per cent has been achieved on Superoute 66," he said.

Mr Lockhead said a poll revealed 41 per cent of car drivers wanting to use a better bus system, and an astonishing 54 per cent agreeing they should be unable to drive through town and city centres.



Backing the bus: chief executive Moir Lockhead

Coach

Police treatment 'heavy handed'

AN operator is claiming heavy-handed treatment from police during a trip to a football match.

The midlands coach operator, responding to CBW's editorial comment (16 March), asked to remain anonymous. He had been booked to take a football club's officials and their families to a Yorkshire game, stopping for a meal en route to the match.

But when the coach arrived at the ground, a policeman smelled alcohol on one passenger's breath and, when all passengers

had already gone into the ground, searched baggage remaining on the coach.

A senior police officer later said the traffic commissioner would be informed and charges may be brought, though when CBW went to press, there had been no further communication from the police, and a hip flask confiscated in its owner's absence had not been returned.

"Two policemen who were on the coach said the officer had definitely overstepped the mark," said the

operator. The Sporting Events (Control of Alcohol etc) Act 1985 prohibits the carriage of alcohol on any PSV visiting a designated sporting event - and the operator admits the trip fell within the scope of the act. But he claims it is impossible for drivers to check for alcohol, and that he had repeatedly warned the group of the law on previous occasions.

"It's nonsense, in any case," he said. "My group went straight to the VIP lounge, where drink is on sale."

Coach and Bus

Diesel is fuel for the future

A TWO-part report from the Department of Transport and the Department of Trade and Industry concludes that diesel and petrol will remain the major automotive fuels, despite the attractions of alternatives such as CNG and LPG.

But the report says urban transport such as buses will be the first to embrace new fuel technology. LPG and CNG are less energy efficient than diesel, but better than petrol. In terms of life cycle, biofuels such as dieselling plant oils and alcohols have lowest emissions of carbon dioxide - the primary cause of the greenhouse effect.

Alternative Road Transport Fuels - A Preliminary Life-cycle Study for the UK's Volume 1 (ISBN 0115154108) deals broadly with the merits of each fuel, price £11.95, and *Volume 2* (ISBN 0115154116), gives a detailed life-cycle analysis of each fuel and emissions, costs £29.95. Both are from HMSO. Credit card orders on 0171 873 9090.

● Fuel Special, page 25

Bus

Lothian plan

LOTHIAN Region Transport is to stay in council ownership under the new unitary authorities. Following the split of Lothian Regional Council, City of Edinburgh Council is to get a 91 per cent stake in LRT, West Lothian, East Lothian and Midlothian councils getting three per cent each.

The split reflects the fact most of LRT's passengers and routes are within the CEC area but LRT is to form a joint transportation committee with all four councils to discuss

CBW

▼ Coach

French hours clampdown angers British operators

'We're being fined and clamped despite staying within the law'

A FRENCH clampdown on drivers' hours and tachographs has angered British operators. Those caught in 'Opération Musclée' earlier this month complain that the French are a law unto themselves and, once fined, despite staying within the law and drivers carrying correct documentation, there is nothing an operator can do.

In a well-rehearsed operation in the Place de la Concorde in central Paris, 108 coaches were checked by French ministry officials, who claim to be responding to concern about the image of tourism in the city.

Spot fines were imposed for alleged offences and those unable to pay were immobilised by wheel-clamps.

UK-based vehicles stopped and fined included a Volvo/Jonckheere from Skills of Not-

by Mike Morgan

tingham and a Scania/Volvo owned by Martindales of Ferryhill. Both operators deny breaking the rules.

When Skills' coach was examined the yellow-coated official ignored a typed letter carried by the

driver which explained why tacho discs for the previous week were not carried. He was fined 2,700 FF (£370) and clamped.

Skills managing director Nigel Skill said: "It was wholly unprovoked and unjustified. The driver hadn't got any

tachos for the days he was doing contract work in the UK.

"With it being France we knew everything had to be right, so we made sure that the driver had a letter. We'd even typed it in French so that there would be no misunderstanding."

Martindales fell foul of a different variation in the French interpretation of the drivers' hours. Again the driver carried a letter from the company but this time it was confirmation of when rest days had been taken.

Yet Le Ministère des Transports was not satisfied because the form, pre-typed in French and English, was not dated.

Operations manager Michael Anderson said the coach was impounded for eight hours and the drivers fined around £1,000.



"OW ARE YOU PAYING, MONSIEUR?"

▼ Bus

WMT strikes pupils deal

WEST Midlands Travel has struck a deal with a local comprehensive school to end unruly behaviour on school buses.

Pupils at Four Dwellings School in Quinton have signed an agreement to stop bad behaviour, including bad language and vandalism, in return for WMT's sponsorship of a Good Citizenship Award which will go to one of the best-behaved pupils every month. The award, arranged by WMT's Quinton Garage, comes with a certificate and book token.

▼ Bus

Easter times

EASTER services on London's buses and Underground trains will run generally to Sunday timetables on Good Friday and Easter Monday but variations will affect Northern Line, Piccadilly Line, District Line, Bakerloo Line and Metropolitan Line. A 14-strong bus fleet replaces The Waterloo & City Line on 4 April and between 9 and 12 April. Buses continue to replace the East London Line.

▼ Bus

Public transport info on World Wide Web

A FULL range of public transport information can now be accessed through a new index on the Internet.

As the number of tour, coach and bus operators using The Net increases, Cambridge-based public transport consultancy Austin Analytics has introduced an easy route to the massive amount of transport information on the World Wide Web.

"The Web is currently experiencing a massive growth in use," says principal consultant John Austin. "The poten-

tial scope for increasing public transport use through the Web is significant."

But the information is 'hidden' by the sheer volume of it, says Mr Austin, hence the need for the UK Public Transport Information.

This is a Web index linked to other sites providing detailed coach, bus, rail, air and ferry travel, and even maps of public transport systems.

UK Public Transport Information can be found on the Web at <http://www.compulink.co.uk/~aus-an/ptinfo/>

▼ Bus

County taking part in international project

HAMPSHIRE County Council is taking part in an international project to see if it's possible to woo people back to the bus, and is making a bid for £8 million in European grants for the second stage of its transport information system, ROMANSE.

The new experiment, which started in the German towns of Kassel and Nurnburg, will target Winchester's St Cross, Badger Farm and Stanmore estates with questionnaires to discover which households aren't using the bus. Then a month's free bus pass is hoped to spur them into public

transport usage, monitored afterwards to see if it results in regular bus use. Stage two of ROMANSE will grow the project in scope and area, providing real-time bus stops and public transport information terminals, closed-circuit TV, and an urban traffic control system which gives buses priority.

Co-operating in the scheme are Cologne, Piraeus, Rotterdam, Strasbourg, Genoa and Hamburg, while associate partners include the Stagecoach-owned South West Trains and Ordnance Survey. The project has so far been running for four years.



In brief

Price slashed

HARD on the heels of a change of name from GMS Buses, Stagecoach Manchester's marketing initiative is to slash the price of its Network 7 seven-day ticket from £10 to £5.

Lords inquiry

THE House of Lords Science and Technology Committee has appointed Sub-Committee II, under the chairmanship of Lord Dixon-Smith, to conduct an inquiry into the future of road transportation and the prospects for achieving sustainability.

Joint project

RENAULT is collaborating with MAN and ZF over the next generation of engines, gearboxes and other components. With MAN it is looking at joint development of engines in the 100 to 280 bhp range, shared rear axles and continued co-operation on articulated turntable, electric drive and drop axle.

A34 changes

BUS priorities, low-floor buses, improved shelters and other infrastructure changes are to be introduced along the A34 corridor as part of Birmingham's prestigious Bus Showcase Project. The design has been in consultation with Oscar Faber which is currently ironing out the glitches.

Station open

THE new £2.5 million Leeds City Bus Station has been officially opened on the site where Tom Maguire, founder of the Independent Labour Party was born and lived. Councillor Brian Walker, leader of Leeds City Council, unveiled a commemorative plaque with PTA chairman Councillor Mick Lyons, the Lord Mayor of Leeds and other guests.

▼ Coach

Fleet Software in £1m deal

Stagecoach installs FACT programme for all of its 6,000 buses

By Mike Morgan

FLEET maintenance management for Britain's biggest bus company, Stagecoach, is being computerised as Fleet Software of Sheffield scoops the contract for the group's entire bus maintenance computer installation.

The contract, worth £1 million over three years, is to install Fleet Activity Control Technology (FACT) within all Stagecoach engineering centres, to monitor/manage the maintenance programme for more than 6,000 buses.

Fleet Software already has contracts with Gatwick Express, South Yorkshire Supertram and several regional bus companies.

Engineers are able to work with the system in a way that improves their



United Counties trialled the maintenance package on 350 vehicles

own efficiency while updating the related network of services such as accounting, new parts ordering or warranty claims.

FACT was first trialled by 350-vehicle Stagecoach subsidiary, United

Counties, in 1992.

"This system showed a rapid return on investment," said Barry Warner, Stagecoach United Counties managing director, "and the transition was accomplished with no major

problems. Overall we have saved thousands through accurate warranty control and time/lost management. It has been this success that led Stagecoach to look at a wider application within the group."

▼ Coach

Different - which ever way you look at it

PROBLEMS parking in London's cramped streets and complaints from sightseeing passengers have paved the way for Epsom Coaches to buy a double-ended coach.

The prototype vehicle, developed from a Plaxton Javelin, has two powered steering axles, linked so it can be driven from either end. The

experimental coach design has provided some other solutions, too, such as relegating reversing procedures into the past.

"Also, this vehicle allows a driver to go straight into a parking space by steering with both axles, much like Volvo's Environmental Concept Bus," said Epsom's md Andrew Rich-

mond. "The passenger seats swivel round so they face the direction of travel. This makes the enjoyment of travelling in the front seats available to more of the passengers."

Finnish vehicle designer Rolf Pailo said the engineering, completed by his company Profli AOL, wasn't without its problems: "At one

point, we didn't know whether we were coming or going," he said. "We had difficulty getting the steering mechanisms to work in unison, and the coach would end up going sideways. At that point, all the passengers down one side had a front-seat view!" The coach will be delivered on 1 April.

CBW



First glimpse of Epsom's double-steer coach from the Finnish design house Profli AOL



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EURO 96 COACH HELPFILE

Dates: first match, 8 June, Wembley; other group games, 9-23 June; semi-finals, 26 June, Old Trafford and Wembley; final, 30 June, Wembley

Venues: Group A, Wembley and Villa Park, Birmingham; Group B, Elland Road, Leeds and St James Park, Newcastle; Group C, Old Trafford, Manchester and Anfield, Liverpool; Group D, Hillsborough, Sheffield and City Ground, Nottingham

Contact names and phone numbers:

- Football Association, Euro 96 transport manager, Brian Foster (Hallmarks), tel 0171 314 5315
- Gateway UK Ltd, sales director, Patricia McCormack, tel 01625 575456
- Gullivers Sports Travel, director Euro 96, David Hall (or Natalie Blake), tel 01684 293175
- Villa Park and Wembley, centre director, Kevin Verity, tel 0121 328 2500/8811
- Sports World Travel, ticket booking agency, tel 099 099 1996
- Elland Road and St James' Park, centre director, Alan Roberts, tel 0113 272 6048
- Anfield and Old Trafford, centre director, Jim Greenwood, tel 01704 560446
- City Ground and Hillsborough, centre director, Graham Mackrell, tel 0114 234 1710

▼ Coach

Can you spot ball business?

EURO 96 brings a frenzy of football to England during June but, despite the European Championship's billing as the country's biggest sporting event for 30 years, there is mounting concern among coach operators about the lack of information to help those carrying groups of UK-based supporters to the games.

With the opening ceremony at Wembley less than 10 weeks away, CBW is opening a EURO 96 Coach Helpfile to put readers in touch with the event, which is expected to attract more than 1.3 million ticket sales for the 31-match tournament.

Latest information suggests that bookings are still low but, as domestic league and cup games reach their climax and the Euro 96 publicity machine gets into gear, focusing media attention on the championship, there is bound to be a rapid gener-

ation of interest - and business for coach operators.

Gateway and Gullivers are handling bookings for foreign customers requiring coaches and Brian Foster of Hallmark Coaches, Luton, is the official Football Association contact for transport for the championships.

Some information can be obtained from stadium-based venue organisers and the CPT is to publish contact names in its fortnightly newsletter.

Meanwhile, there is a dearth of clear guidance to help operators plan their itineraries.

CBW is to act as a focal point for news and information relating to the games so look out for our Euro 96 Coach Helpfile in the coming weeks. We will keep you in touch with the event.

We aim to assist with booking information, travel and parking instructions.

▼ Coach and Bus

It's Wright time to Drive chairman after

Search on for companies with good management,

By Mike Morgan

A STRONGER balance sheet in the wake of the £7.65 million sale of its bus operations to CentreWest has set Q Drive chairman Len Wright on the acquisition trail (CBW, 23 March).

Although Mr Wright says he is not out of the bus business, Q Drive's retention of the AVE Berkhof dealership and Battersea-based Limebourne coach operation are the launchpad for ambitious plans to grow the coaching portfolio.

Limebourne is set to double in size when new

coaches join the fleet later this year and traffic manager, Garby Zacca is advertising for drivers. Speaking to CBW, Mr Wright confirmed he was looking for "acquisition opportunities."

He said: "The focus is on London and the South East at the moment, but we will be looking elsewhere in the UK if the right opportunity arises."

"We're looking for companies with good operational management, a good market and a good

customer base."

Mr Wright confirmed that the Limebourne name was to be retained "because it is well known and recognised." He added: "One option is to build Limebourne organically. But the real message is that Q Drive chairman Len Wright and managing director Richard Soper have not retired from the bus business. The London Transport Buses C10 route has been retained and will be run out of Battersea with six MetroRiders when we start in June."

▼ Coach and Bus

Profits up 170% for Nat Ex

NATIONAL Express Group's turnover rose 87 per cent last year, mainly because of the acquisition of WMT, but profit was up 170 per cent.

NEG's turnover was £317.7 million in 1995

(£170 million in 1994) and profit before tax £41.5 million (£15.2 million). The express coach division contributed £157.9 million turnover (£150.4 million) but only £9.7 million profit (£9.9 million). NEG says

the 1995 figures included a £1 million loss for Polski Express, while the 1994 result was boosted by an estimated £2 million in turnover from the RMT signalmen's dispute, which pushed people off the rail network.

Underlying growth in express coach journeys was about five per cent, to 13.4 million in 1995. But the Polski Express pilot scheme came under fare competition from the state-owned express company, and is to be reviewed this year. WMT's turnover contribution was £133.7 million, with operating profit of £24.7 million. Further consolidation following the sale of County Bus is expected to further increase profitability.



Nat Ex express coach division made only £9.7m

buy, says Q er bus sale

markets and customer base

"We are probably going to compete for tenders in London - not west London because of the sale to CentreWest."

Limebourne's Battersea base will see some changes. "By extending and improving services for coaches visiting London, including the large number of Continental operators, we could end up with a cox and box arrangement. When our coaches are out, others will be using our facilities for service, repair or parking."

AVE Berkhof will be relocated, along with the

Q Drive head office, from its Bracknell base, which is shared with one of the bus garages taken over by CentreWest. Mr Wright says there is scope for more volume from the coach dealership but admitted it was too early to be specific, though limited parking space has hitherto held back its scope for second-hand dealing.

Meanwhile, CentreWest is consolidating the operations of Beeline at Slough and Bracknell, and London Buslines at Southall and Isleworth, adding 180 buses, 450 staff



Len Wright: relocating AVE Berkhof and not quitting the bus business

and a turnover of £13 million. The operating company will be known as the Berks Bucks Bus Company and its managing director, responsible for Beeline, will be David Brown, currently general manager of

Ealing Buses/Challenger. David Brown remains responsible for London Buslines. CentreWest was a management buyout, with employee involvement, from London Buses in September 1994. It is

financed by HSBC Private Equity Europe, Nat West Markets and the Bank of Boston. Following the acquisition, it will have a turnover of around £56 million, with 710 vehicles and 1,970 staff.

▼ Coach

Engaged couple have Reisen to be cheerful

SPARTAN Reisen is a new name for an ambitious new operator with its sights set on tours to Germany. Former Swanbrook driver Nigel Sparrow and fiancée Jenny Parker are in the driving seat of their one-vehicle business

After 11 years on the road with Swanbrook, Mr Sparrow, 35, had the experience and ideas to make the new venture work. He

told CBW: "We've got as much to offer as other operators."

But the partnership has some unusual selling points to distinguish its four-year-old former Robinsons DAF MB250/Van Hool from the competition.

Mr Sparrow said the coach was stocked with a small mobile library containing a selection of books and magazines to help pas-

sengers relieve the tedium of transcontinental coach travel.

Should it be raining when they arrive at the destination, Spartan Reisen is prepared with courtesy umbrellas on each seat and a large brolly for the driver/courier.

This formula together with the partners' determination to succeed have already reaped dividends. The coach is fully booked with tour

company work until September and Mr Sparrow says they are energetically planning for October and November with phone calls and visits geared to attracting business.

From the initial build-up of tour work Spartan has an eye on private hire and excursion work but is determined to avoid local service and schools contracts that would tie up the vehicle.

▼ Coach

Flights sells Flightlink brand

THE Flightlink brand of Flights of Birmingham has been sold to National Express, but Flights will continue to provide coaches on a three-year contract. The deal removes Flightlink from Flight Travel Group's portfolio, and passes all ticketing and selling to National Express.

Flights md Geoff Flight said: "Flights will continue to deliver the service but the change gives

National Express responsibility for marketing."

Flightlink uses between 14 and 23 coaches to connect Manchester, Birmingham, Luton, Heathrow and Gatwick airports whereas National Express' Airlink branded routes run from major cities.

Mr Flight added: "The deal enables us to focus on our core activities and National Express to develop its airport services.

"Flightlink is a first-class service and one which fills an important gap in our airport services route map," said NatEx airport services director John Harrison. "We are obviously delighted Flights has agreed to continue to operate all the services for us, and we warmly welcome them as new members of our contractor family."

● Deals and Dealers pages 36&37



Coaches will continue to be supplied by Flights

▼ Coach and Bus

Campaign from Calor

CALOR Gas is making a strong bid for the alternative fuels market with a marketing campaign for its Liquefied Petroleum Gas.

Calor's facility with Guide Friday allows it to convert diesel engines for £8,000 apiece - money which can be recouped from go-ahead councils looking for environment-friendly bus services, or even in terms of longer service frequencies and prolonged engine life, says Calor.

■ Fuel Special - page 25

▼ Coach and Bus

Hollywood launch for ops

London Pride and London Coaches' new services get star treatment

By Mark Williams

STALLONE, Willis and Schwarzenegger's Planet Hollywood restaurant has been chosen as venue for two open-top operators to flex their muscles by launching new services.

London Pride's launch of the first privately-operated stage carriage route in Central London since the war starts with a breakfast at the fast-food joint before setting off for London Zoo, then it's Pullmans-owned London Coaches'

turn in the evening as it launches a new, high-frequency, multi-lingual sightseeing service.

London Pride's Number One For Attractions route is a hop-on, hop-off service which takes in all of London's major tourist traps on a 15-minute frequency between 9 am and 6 pm. The route uses 10 half-open-top Metrobuses converted by parent company Ensign. It is

designed to link with London Pride's existing museums, Docklands and Greenwich, and Grand Tour routes so that tourists buying the £10, 24-hour ticket can now enjoy 89 per cent of London's best sights.

The same message is coming from The Original London Sightseeing Tour... but in eight languages. Using multi-lingual tape technology developed over the last two years, London Coaches is putting a

further 10 fully-equipped open-toppers on the road, enabling the tour to cover 20 stops with a three-minute to five-minute frequency.

"It's just healthy competition," said marketing manager Alison Orchard. "But we're in a slightly different market... ours is centred on foreign languages."

Pullmans now has 37 open-toppers with the system, and is marketing a 48-hour all-bus ticket for £15 this Summer.

▼ Coach and Bus

April congestion

LONDON'S marches and rallies will bring some congestion in April, warns the Metropolitan Police's coaching man, Sergeant Ian Fray.

On 6 April, it's the Oxford v Cambridge boat race, there's a march at 1 pm from Hyde Park to Trafalgar Square, and the Strand Underpass is closed between 6.30 am and 4 pm.

On 8 April, there will be heavy traffic around the Heavy Horse Show, while on 9 April, a civil service union march at lunchtime is likely to cause congestion. On 15 April, a small march near the Home Office may cause some slowing of traffic.

On 18 April, Save

Our Fish will draw hundreds if not more trawlermen from the country to Westminster, so expect congestion here. And on 20 April, World Day for Animals, the Anti Vivisection League and Campaign Against Immigration & Asylum Bill are all set to disrupt traffic around Trafalgar Square.

The London Marathon is on 21 April, which means congestion and road closures, and Presidents 15 plays Leicester at Twickenham, which means gridlock. Set-down permits for Chelsea Flower Show must be obtained in advance from: Sergeant Ian Fray, Headquarters Traffic, 10 Broadway, London SW1H 0BG, fax 0171 230 3567.



▼ Bus

LBPN now funded with £20 million

LAUNCHING the extra £9 million funding for the London Bus Priority Network (CBW, 23 March), Barbara Newman, chair of the Corporation of London's planning and transportation committee, and minister of transport for London, Steven Norris, give it a send-off outside the Guildhall. LBPN is now funded with £20 million in the next three years.

▼ Coach and Bus

New diesel regs prompt Mobil's Smoke Test Roadshow

LONDON'S diesel coach, bus, car, taxi and truck drivers will, this weekend, be able to find out whether their vehicles will be able to pass emissions tests introduced on 1 April.

Mobil's Smoke Test Roadshow on 29 and 30 March between 10 am and 4 pm is at Southbank Service Station, Great Suffolk Street

(Friday only); Museum Service Station, Bethnal Green; Flyover Filling Station, Hammer-smith; and 610 Western Avenue, Park Royal.

It's hoped the roadshow will raise awareness of the tough regulation - which Mobil believes will be failed by up to 55 per cent of all diesel vehicles - and draw attention to Mobil's

Cleanerburn Diesel which, it claims, can cut smoke by 80 per cent and particulates by 30 per cent while adding three per cent more power.

■ What's new in the fuel market? Read our special, 10-page feature starting on page 24.

CBW

▼ ADVERTISEMENT

▼ Coach

Redwing's record Plaxton order

THE biggest fleet of new coaches to be delivered to a London operator in the 1990s is now running for Redwing, the leading London tour and charter company. Redwing has taken delivery of 14 Plaxton Premiere 350s on Volvo B10M chassis, 10 of which are for use on Evan Evans sightseeing and excursion operations.

Redwing operates 40 coaches, 27 of which are Plaxton Premiers.

"We have bought Premiers for the last two seasons and have been very pleased with them," says Paul Campana, managing director of Redwing. "We operate a diverse business ranging



Air-conditioned Premiers for excursion and sightseeing operations

from the transport of incoming tourists to the provision of corporate private hire. All of our customers expect a high quality of service - which is what we aim to give

them."

All of Redwing's new Premiers are air-conditioned and they join a total air-conditioned fleet. "We see air conditioning as a neces-

sity for our operation," continues Paul Campana. "It's not just a means of keeping the interior cool on hot Summer days - it provides a controlled and comfortable environment

whatever the weather."

The Plaxton Premiere is set to be Britain's best-selling coach in 1996, repeating its success in 1995. "We are winning a significant number of repeat orders," says Kevin Wood, Plaxton's coach sales manager, "which is a strong endorsement of our products. We are also winning new business from operators large and small."

The Premiere range has as standard a high specification which includes tinted double glazing and reclining seats. It is available on Volvo B10M, Dennis Javelin and DAF SB3000 chassis.

▼ Coach

Armchair take DAF/Plaxton coaches

SALES of the new DAF SB3000/Plaxton coach are rising steadily as the 1996 season gets under way. Initial orders by Bibby of Ingleton and Skills of Nottingham have been followed by further orders from Leeds-based Godson and from two London operators, Armchair Passenger Transport and Leaside.

Armchair, one of the capital's leaders in the transport of incoming tourists, is leasing two SB3000s with Plaxton Premiere bodies. "We have been leasing DAFs for three years and have found the SB3000 to be an excellent product," says Simon Newman, Armchair's managing director.

The new Plaxton-bodied DAFs are being used on Armchair's commuter services from Berkshire to London, and on the company's tours and private hires. They have been supplied by Hughes DAF, the sole outlet for the SB3000/Premiere combination.

▼ Bus

Barton Buses goes low-floor

BARTON Buses has ordered 16 low-floor Dennis Dart SLFs with Plaxton Pointer bodies. They will be used on a group of suburban services in the Nottingham area, running to communities to the south of the city at Calverton, Keyworth and Ruddington.

"We've been interested in the Dennis Dart for some time," says Brian King, Barton's managing director, "but were waiting for the availability of the low-floor model. We looked at the Plaxton Pointer body and were impressed with its design and construction - and with the fact it was 2.4 metres wide, giving valuable extra space for travellers."

The new Pointers will replace an earlier generation of Plaxton-bodied vehicles in the Barton fleet - Elite-bodied Leyland Leopards. "The Leopards have high floors and coach seats, which are far from ideal for a local bus operation," con-

tinues Brian King. "The Darts will provide easy access for parents with baby buggies, shoppers with parcels and for those who just find steps difficult to negotiate."

The new fleet forms part of an overall upgrade of the Barton services to the south of Nottingham.

ham, including customer care training for the staff involved. "Ours is a customer-driven company," concludes Brian King, "and the new vehicles are an important and highly-visible part of our commitment to the provision of a top-quality service for those who travel with us."



Pointer Dart SLF will replace Barton's ageing Leopards

Plaxton Coach & Bus, Eastfield, Scarborough, YO11 3BY. Tel: 01723 581500. Fax: 01723 581328



▼ Coach

It's a question

Investors In People provides key which unlocks training funds for driving company forward

Cut and thrust: md Nigel Skill and BCT's Mark Griffin open the Skills training room

TRAINING takes time and money which are precious commodities for a busy coach company yet, with management committed to improving company performance, Skills of Nottingham was determined to find a way out of the dilemma.

After two years searching for the solution it is on the road to the Government sponsored Investors In People (IIP) award, and managing director, Nigel Skill, is already counting the benefits.

Visible signs of change at Skills are the high-profile corporate identity introduced last year and upgraded fleet

By Mike Morgan

of new and used vehicles (see Deals and Dealers - pages 36&37).

However, far-reaching initiatives are taking place behind the

Mr Skill identifies IIP as a way of improving performance through improving the workforce

scenes, with a recently-converted training room opened by Mark Griffin from Bus and Coach Training and, among the first fruits of IIP, driver training linked to the

introduction of in-cab ICS Black Box technology (CBW, 23 March).

Although this high-tech in-cab monitor offers cost savings through better mpg and reduced accident rates, it is introduced by Skills against a background of whole-company involvement in a programme of IIP-related skill development.

Mr Skill identifies IIP as a way of improving performance through improving the workforce but admits it is a difficult concept to grasp.

However, together with financial director Simon Skill and group commercial manager Paul McTiernan, he



New Skills: Welcome Host training for staff

liked the sound of what the Greater Nottingham Training and Enterprise Council (TEC) had to say. Skills wanted money for training and IIP offered a way of unlocking Government funding, "so it had to be worth doing," said Mr Skill.

Once the company was committed to IIP, consultant The Radix Organisation was appointed and paid for by the TEC.

Funding for National Vocational Qualifications was identified and introduced where appropriate.

Meanwhile, a company team representing all levels of the workforce held meetings and decided what was needed to take the company further on the way to its IIP goal.

A company structure, business plan and an awareness of IIP were among the needs but first attempts to spread the message struggled despite 85 per cent of

staff turning out.

Although they all worked for the same company, they came from different sections - drivers, fitters, sales etc. There was a need to break the ice and the result was a 'get-together' earlier this month when essential business included IIP and NVQ briefings but, in addition, the evening was turned into a com-

'When you get into these Government bodies they seem ready to give you money'

pany awards presentation - Skills has two National Express' regional agents of the year and some of its staff gained driving instructor NVQ level 3 and Guild of British Coach Operators year 1 & 2 driver training.

However, for Mr Skill, getting the IIP message across was the most



Greater Nottingham TEC chief executive Jim Potts presents the commitment to Investors In People certificate to md Nigel Skill

of Skills



important outcome - just one step along the route to IIP success. "We've got a long way to go yet," said Mr Skill, "but so far it's been a revelation."

Training monies sourced so far include: Get Ahead for all under 25s, paying the company £30 per week plus a final outcome payment of £600 for NVQ level 2 or £900 for level 3, encouraging Skills to gear salaries to NVQs; Training for Work which pays £150 for each new driver taken on, then £60 a week until a specified outcome achieved; and own-driver training is done through BusTech.

"When you get into these Government bodies they seem ready to give you money and put you in touch with other sources," said Mr Skill as he started to reel off a list: DTi - Connect for Better Business road show; East Midlands



Skills change: a new identity and vehicles

Tourist Board - Welcome Host Training Programme; Nottinghamshire County Council - grant to develop a customer care policy; etc.

"Training does need a lot of time but it

doesn't need to cost a great deal. Not only do we get the benefits of the input, and output, but the buzz it generates in the company makes it worthwhile," Mr Skill said.

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1995 M DAF SB220 Auto Ikarus Citibus, 48 str
1995 M SB220 Auto, Northern Counties Paladin, 49 str bus
1994 L DAF WS3000 Van Hool Alizee 'H', 51R/Toilet
1994 L DAF KS3000 Easishift Van Hool Alizee 'H', 51R/Toilet
1994 L DAF SB3000 Van Hool Alizee 'DH', 51R/Toilet
1994 L DAF SB3000 Int Retarder, Van Hool Alizee 'DH', 51R/Toilet
1994 L DAF HS2700 Auto Van Hool Alizee 'H', 51R/Toilet
1994 L MB230LT Auto Van Hool Alizee 'H', 51R/Toilet
1993 K DAF KS3000 Auto Van Hool Alizee 'DH', 51R/Toilet
1993 K DAF SB3000 Van Hool Alizee 'DH', 51R/Toilet
1993 K DAF SB3000 Van Hool Alizee 'H', 51R/Toilet
1993 K DAF SB3000 Auto Van Hool Alizee 'H', 51R/Toilet
1993 K DAF SM230LT Van Hool Alizee 'H', 51R/Toilet
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1991 H DAF SB2305 Van Hool Alizee 'DH', 51R/Toilet
1990 G MB230LB Van Hool Alizee 'SH', 53R/Toilet
1990 G MB230LB Van Hool Alizee 'H'
1990 G DAF SB3000 Van Hool 'SH', 49/Toilet
1989 F DAF SB2305 Van Hool Alizee 'DH', 53R
1989 F DAF SB2305 Van Hool Alizee 'DH', 51R/Toilet
1989 F DAF MB230LT Plaxton 3500, 51R/Toilet
1989 F DAF MB230LB Plaxton 3500, 53R
1989 F DAF MB230LB Plaxton 3500, 51R/Toilet
1989 F DAF DHTD Duple 320SL, 51R/Toilet
1988 E DAF SB2300 Van Hool Alizee, 51R/Toilet
1988 E DAF SB2300 Duple 340SL, 53R
1988 E DAF MB230LT Plaxton 3500, 51R/Toilet
1988 E DAF MB230LB Plaxton 3500, 53R

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1993 K MAN, Jonckheere Deauville, 51R/Toilet
1993 K DAF SB2700 HS, Caetano Algarve, 53R
1991 J SETRA 215 HD 49 R/Toilet
1990 G VOLVO B10M Plaxton 3500, 49R/Toilet
1990 G DAF DHTD Duple 320, 57R
1989 SB3000 Plaxton 3500, 51/Toilet
1988 E DAF SB3000 Van Hool Alizee 'DH', 51R/Toilet
1988 F SB3000 Van Hool Alizee SH, 49R/Toilet
1987 E SB2300 Plaxton 3200, 55 seats, air conditioned
1987 E SB3500 Plaxton, 53R, air conditioned
1987 E DAF SB2300 Plaxton 3500, 53R, air conditioned
1987 D DAF SB2300 Van Hool Alizee 'H', 49R/Toilet
1987 D DAF SB230LB Duple 340, 53R
1987 D VAN HOOL T815, 51/Toilet
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▼ Maintenance

Tame Valley fined £400 for defects



USING a vehicle while still the subject of a prohibition notice and another with defective steering and a defective tyre cost Patrick Keeley £450 in fines and costs at South Tameside Magistrates.

Mr Keeley, of Premier Mill, Tame Street, Stalybridge, Cheshire, who trades as Tame Valley Motor Services, pleaded guilty to two offences of a breach of a prohibition notice, one of defective steering and one of having a tyre with ply or cord exposed.

Prosecuting for the Vehicle Inspectorate, John Heaton said one of Mr Keeley's buses had broken down at Stockport Bus Station in April. When examined by enforcement officers it was found to have eight inches of play in the steering and an illegal tyre, and an immediate prohibition was imposed.

The other offences related to a second double decker, said Mr Heaton. The vehicle concerned had been prohibited in mid-May. It was seen on 2 June by a traffic examiner at Hyde Bus Station while on a regular service between Hyde and Oldham. When subsequently interviewed, Mr Keeley, who clearly knew about the prohibition, had admitted the vehicle had also been used the day before.

Mr Keeley said that, in relation to the steering and tyre offences, he employed staff to maintain the vehicles and they had failed him.

As far as the use of the prohibited vehicle was concerned, Mr Keeley said all the remedial work had been done and the money spent. That bus was not a danger and he had taken the decision to use it in consultation with his maintenance staff and the driver, who had engineering experience.

▼ Maintenance

You'll lose O-licence in s no improvement, Clevedon



CLEVEDON Motorways Ltd escaped with a warning at a Bristol disciplinary inquiry in the light of its maintenance record.

However, Western traffic commissioner Air Vice Marshal Ronald Ashford warned the position would be reviewed in six months and, if there was not a marked improvement, the company would lose its licence.

He said: "I have been benevolent this morning. I will not be so again." The company, of Stride Rode, Clevedon, Avon, had been called before the commissioner after the issue of five prohibition notices to its vehicles during 1995. It holds a 14-vehicle O-licence.

DoT vehicle examiner Derek Clark said he had carried out a maintenance investigation after a letter of complaint from a passenger. He examined seven vehicles, issuing one delayed and two immediate prohibitions plus six defect notices.

Operator at public inquiry after receiving five prohibitions

by Michael Jewell

The inspection records were unsatisfactory and not all defects noted in the defect book were marked as having been rectified. There was a well-equipped workshop but there were no pit or ramp inspection facilities.

The first immediate prohibition had been imposed on 24 October because of inoperative brakes on the second axle offside roadwheel, and a diesel leak. A new kingpin assembly had been incorrectly fitted, leading to its failure.

The commissioner said that vehicle had last been inspected by the company on 4 September, which was well outside the declared four-week inspection period. Mr Clark said the second immediate prohibition was imposed because the parking brake was inefficient at the second axle offside roadwheel and the

nearside top anti-roll bar mounting brackets were fractured.

The latter defect had been picked up by the company when the vehicle was inspected eight days previously and marked as rectified. He thought the problems were due to either incompetence by the company's staff or the lack of underneath inspection facilities. For the company David Cocks said the first vehicle only needed a minor adjustment to the brakes. The drawing of the kingpin assembly from DAF did not show the correct way of assembling the thrust pad, which was in three parts. The fitter had put the cone in upside down.

Mr Clark said he would have thought a competent fitter would know which way to assemble the kingpin assembly. Director Richard Langson said the fitter had been given a warning and had subsequently

been dismissed.

Mr Langson said the defective kingpin would have been picked up at the next inspection but Air Vice Marshal Ashford said the prohibition had been issued on 24 October and the vehicle had been last inspected on 4 September. The inspection was 20 days overdue and that was what had caused the problem.

Mr Langson said the diesel leak had, in fact, been an overfill. The system had since been modified by removing the tank the driver could not see.

If it had been an overfill he would not have imposed a prohibition, said Mr Clark. The vehicle had been driven from Clevedon to Bristol and fuel was still dripping on the road surface when he examined it in Bristol.

The vehicle given the other immediate prohibition had been MoT tested eight days previously, said

▼ Maintenance

'No regret, no remorse' gets licence



A CARDIFF coach operator licensed to use five mini-coaches and one single-deck bus - and who has school contracts with the county council - has had his O-licence revoked and been banned for five years from holding another one.

Kenneth Henry Thomas, owner of Ivanhoe Coaches, had his O-licence suspended a week ago after South Wales traffic commissioner John Mervyn Pugh had been told fines imposed by magistrates had been paid in full when, in fact, monies were still outstanding.

Mr Roger Cradick, who had been recalled to represent the company, said the one saving grace was that Mr Thomas had previously op-

erated for 20 years with an unblemished record.

He said that, when problems arose, Mr Thomas chose a difficult way to extricate himself. Mr Thomas was not a young man and wanted to preserve the business for his son who, although concerned with the maintenance, was not a CPC holder. It was hoped that, on obtaining the qualification, he would transfer the business over.

Enforcement officer Stephen Williams said the complaint went back as far as November 1994 on a illegal passenger vehicle checked at Hollies Special School.

This led to a check on his vehicles and an examination of one vehicle driven by a Mr Solway dis-

closed there was no O-licence, no first-aid kit, no PSV test certificate, and the emergency door was jammed with a piece of wood.

Mr Williams said he had attended court 10 times and each time an adjournment had been requested until it finally came to court at the end of 1995.

Mr Thomas was told that, when the licence was first suspended in December, the indication was given it would be restored at any time when proof of the fines had been paid in full.

Immediately after Christmas that application was made when the commissioner was satisfied on all matters - accounts and MoTs were produced and the evidence asked

ix months if on warned

ons during 1995

Mr Cocks. Mr Langson had been concerned about the fractures in the brackets reappearing and he called in a specialist welding firm. It turned out the company did not have the correct welding equipment for the depth of metal.

One of the delayed prohibitions had been for a missing emergency hammer, said Mr Cocks. Micro switches had now been fitted to alert the driver when a hammer was taken.

Though accepting one of the delayed prohibitions was endorsed to show the company was not to blame, the commissioner said he was concerned about the other prohibitions and the fact inspections had not been carried out at the right intervals.

Mr Cocks said new documentation had been issued immediately. Vehicles were now sent out for roller brake tests using the facilities of the test station or oth-

er operators.

The commissioner said the previous inspection sheet had been perfectly adequate, it was just not being completed properly.

Mr Cocks said the two dates on the one sheet referred to the start date and completion date of the inspection but Mr Clark said inspection records had been missing for that vehicle and Mr Langson had said the second date was that of the next inspection and, as they had run out of sheets, the same sheet had been used.

Mr Langson said he did not remember saying that! Mr Cocks said he had recommended the company adopt a new maintenance system which would be introduced with immediate effect depending upon the outcome of the present proceedings but Air Vice Marshal Ashford said his concern was why that had not been done previously.

He asked why there had been frequencies of up to 12 weeks between inspec-



Clevedon Motorways: VI inspection after passenger letter of complaint

tions when it was said it would be four weeks? What confidence could he have in the future?

He said the company had a system in place before, but had not complied with it. Prohibitions had been imposed because vehicles had not been inspected properly at the right intervals.

Mr Langson said he did not accept the period between inspections had ever been as great as 12

weeks. He said they now had a new man from Leyland Bus & Coach and he had total charge of the workshop. All the workshop staff had been replaced and an order had been placed for hydraulic column ramps.

Mr Langson conceded the order had only been placed the day before and delivery took six weeks, the commissioner said that the vehicle examiner had made his recommendation on 4 November. It had taken Mr

Langson four months to do something.

Mr Langson said they had to modify the garage roof to be able to put the equipment in and they had also looked at a number of different types. It had all taken time.

Air Vice Marshal Ashford said he had come very close to revoking the licence and he took very seriously the fact two prohibitions were issued after the inspection period was exceeded.

ence revoked and five-year ban

for was completed. There was no reason left not to lift the suspension.

However, the commissioner indicated a check would be made to see the fines had been paid - and the inquiry revealed they had not.

Then, for some reason, Mr Thomas did not make it known at the inquiry there was a further court case pending. "Had Mr Cradick or myself known, we would have suggested an adjournment until after the case had been dealt with," Mr Pugh said.

"The evidence on oath conflicted with the truth. That may well be a matter for another court at another time. The papers will be sent to the magistrates court and the police. It is not a matter to deal with today."

Mr Pugh said a cheque book stub was produced at the inquiry on 28 December when Mr Thomas said it was paid on 23 December but did not have a receipt due to the holiday period.

Checks then made by the department revealed the outstanding fines had not been settled in full.

In imposing the revocation and ban, the commissioner said: "I have been anguishing about the case ever since I learned that lies had been told upon which your licence was granted.

"The case is so serious it is possibly the worst I have ever had to listen to. You have shown no regret, no remorse and no apology which would allow me to let you continue.

"I would be failing in my duty not to impose a substantial period of disqualification. I had considered a life disqualification, but I have listened very carefully what your legal representative has said, who has spoken well of you."

Mr Thomas was told the ban came about solely because of his deceit. "You take the burden to the consequences on yourself."

Mr Thomas told the commissioner he had made so many mistakes. "I can't turn the clock back, I regret it, but there is nothing I can do. One thing led to another and it snowballed." The company, which has the right of appeal to a transport tribunal, intends to exercise its option.

Employment

Driver wins

 D & N COACHES has been ordered to pay a former coach driver over £2,189 in redundancy pay and money in lieu of notice by a Cardiff Industrial Tribunal. The tribunal was told William Dyason, of Derwyn Street, Ystradgynlais, had been employed by the firm for six years until it ceased trading in October of last year.

He said he had no warning from the proprietor, Mr Leadbeater that the firm, of 20 Heol Eglwys, Ystradgynlais, Swansea, West Glamorgan, was going to finish.



Top that: Elizabeth Jeffreys, chief executive, and Dr Patrick Greene, chair of the Greater Manchester Visitor and Convention Bureau, with ETB award

▼ UK

Manchester Tourism Town of the Year

TOURISM officials in Manchester are feeling on top of the world after scooping the Tourism Town of the Year title in the English Tourist Board's England for Excellence Awards 1995.

The judging panel of industry experts felt that Manchester had portrayed itself as a desirable destination for cultural and short-break visits into the next century. They were particularly impressed by the partnerships between the private and public sectors.

Elizabeth Jeffreys, chief executive of the

Greater Manchester Visitor and Convention Bureau, said: "This accolade is a tremendous boost for our city region. To be recognised by the British tourism industry in this way is very satisfying. It confirms what we in Manchester already know - Manchester is a truly winning city."

Tourism in Greater Manchester is worth £419 million a year and that figure should be boosted this year by the city being one of the venues for Euro 96, the European soccer championships.

▼ UK

Operators benefit

SeaFrance and P&O vie for

by William Golden

THE price war in the Channel appears to be as keen as ever as two more ferry operators announce new deals for coach groups.

SeaFrance, the newest name on the Dover-Calais route, is offering coach groups a flat rate for travel before

the end of June. Operators booking a day trip in April, May and June will be charged £100 per coach net (£150 on Saturday), while the charge for any duration return will be £200 per vehicle. The return journey must be no

later than 30 June and double-deck coaches are subject to a £25 supplement.

For more details and reservations, telephone SeaFrance on 01304

▼ UK

There's a welcome in the Highlands

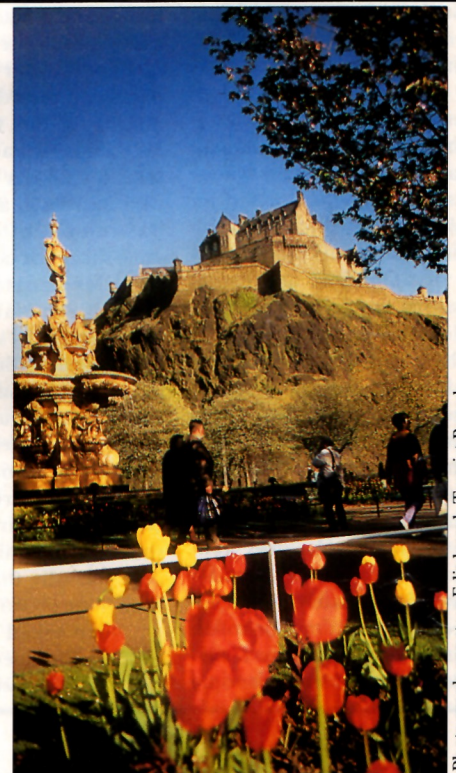
SCOTLAND is looking to another successful season as more and more coach groups see the country as a year-round destination.

The country enjoyed a particularly successful Winter and all the signs are that the Spring and Summer will follow suit.

Groups who plan visits to Edinburgh around the festival will benefit from an even larger programme of events to coincide with the festival's 50th season. Among the highlights will be appearances by the San Francisco Ballet and the Oslo Philharmonic.

Also, visitors to the Scottish capital will be able to cash in, thanks to the publication of *Edinburgh for Less*, a booklet offering a range of discounts on theatre tickets, meals at selected restaurants and attractions.

● Focus on Scotland - see this month's *Coach Tours & Excursions*



Photograph courtesy Edinburgh Tourist Board

Capital: arrange a trip to Edinburgh

▼ UK

BAWTA agrees indemnity terms with hoteliers

OPERATORS concerned by the implications of the Package Travel Regulations should benefit from a new deal thrashed out between hoteliers and BAWTA, the tour wholesalers' association.

BAWTA has long wanted a standard set of terms to govern contracts with hotels and a series of meetings in the first quarter of 1996 has resulted in such a draft set being produced. Subject to final scrutiny by lawyers, these will be adapted by BAWTA members.

The main issues relate to agreed booking procedures, the vexed question of outbookings, the indemnity of the operator in the case of non provision of the service, and agreement over dealing with complaints

While the majority of hoteliers have

understood the operator's position with regard to the Package Travel Regulations, the non-availability of certain advertised facilities or temporary building work has continued to be an issue. The new terms will set out the requirements of accommodation suppliers to communicate any such potential problems in good time. The operator will also be indemnified against any loss suffered by a client as a result of negligence on the part of hotel staff or employees.

BAWTA and the hoteliers agreed that a bland statement declaring "no outbookings" would be unworkable in these difficult commercial times. The hotel would not have to look elsewhere for business only by guarantee-

ing that every reservation made would result in full coaches.

Instead, a sensible and workable system will be implemented which sets out the extent of the hotel's liability relative to the arrival date. It largely follows the operator's own liability towards the consumer in the event of a material change to the contract.

These standard terms will not automatically apply, as if by magic, to every transaction between a coach operator and a hotel. Only BAWTA members will undertake to apply these conditions in their own negotiations. It represents another example of their continued commitment to more professional standards in coach tourism.

Profit from Channel price war

Lucrative coach trade with cost-cutting deals

204204, quoting Group Discovery.

Not to be outdone, P&O European Ferries has slashed prices by offering coach groups a special 24-hour excursion fare. From now until 30 June, groups can travel on a day excursion

or overnight trip for £60 return per coach and £1 return per passenger. Drivers travel free. The charge for a minibus is £30 return and £1 return for passengers. This applies to P&O's three routes to France - Dover-Calais,

Portsmouth-Le Havre and Portsmouth-Cherbourg. Passengers on the Dover-Calais service can also book a cooked breakfast for £1.75 per person.

These represent a considerable saving on the current Dover-Calais fares

of £220 for a coach mid-week and £330 on Saturday mornings.

Call P&O's group reservations department on 0990 980 444 for further details.

● P&O European Ferries is introducing a mono-hull fast ferry on its route between Cairnryan in Scot-

land and Larne in Northern Ireland in June, which will cut the crossing time to 60 minutes.

The vessel will have capacity for 600 passengers and 160 cars, or 12 coaches/freight vehicles and 55 cars. P&O plans up to 15 return sailings daily on the route in Summer.

▼ UK

Groups can enjoy the country life

GET the lowdown on country life in Lincolnshire by organising a group visit to the 1996 Lincolnshire Show. Attractions will include shire-horses, a flower show, rare breeds, rural crafts and displays of conservation work and forestry.

The show - the 113th - will be held on Wednesday and Thursday, 19 and 20 June, at the Lincolnshire Showground, Grange-de-Lings, Lincoln. Gates open at 8.15am and admission is £8 for adults and £4 for children on the Wednesday; and £7 and £3.50 respectively on the second day. Groups of 15 or more adults who buy tickets before 7 June qualify for a 20 per cent discount. Coach parking is free.

For more details contact the Lincolnshire Agricultural Society on 01522 522900/524240.

● Show special - see this month's *Coach Tours & Excursions*

▼ Europe

WA celebrates anniversary in Amsterdam

COACH operator Wallace Arnold has marked its continuing 70th anniversary celebrations with a top 10 mini-cruise to Amsterdam. The Leeds-based operator underlined its 30-year trading association with North Sea Ferries by joining forces to take a record 10 coaches - and 500 passengers - on the trip to the Dutch capital.

Bill Maxwell, Wallace Arnold director, said: "What better way to celebrate our birthday - and our long and successful partnership with North Sea Ferries - than to carry this record number of passengers on one trip?"

Tony Farrell, North Sea Ferries' sales and marketing manager, said: "We carry numerous Wallace Arnold coaches to the Continent during the course of the year, but this is the first time we have had 10 on one ferry. We are confident that this marks the start of at least another 30 years of successful trading between our two companies."

CBW



Wallace Arnold coaches line up for a Dutch treat

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WEATHER

City	Average temperature last week	City	Average temperature last week
Athens	11C/52F	Madrid	13C/55F
Amsterdam	10C/50F	Oslo	2C/36F
Berlin	6C/43F	Paris	11C/52F
Brussels	6C/43F	Rome	14C/57F
Dublin	5C/41F	Stockholm	4C/39F
Lisbon	15C/59F	Vienna	9C/48F
Luxembourg	11C/52F	Zurich	10C/50F

DIESEL PRICES

Country	Diesel price per litre in Sterling	Country	Diesel price per litre in Sterling
Austria	0.58	Luxembourg	0.46
Belgium	0.55	Netherlands	0.57
Eire	0.58	Norway	0.76
France	0.52	Portugal	0.49
Germany	0.51	Spain	0.50
Greece	0.44	Sweden	0.66
Italy	0.62	Switzerland	0.67

(Courtesy AA Roadwatch)

HOLIDAY POUND

Country	Currency exchange rate	Country	Currency exchange rate
Austria	15.30 Sch/£	Italy	2,335 Lire/£
Belgium	45 BFr/£	Netherlands	2.47 Gld/£
Denmark	8.50 K/£	Norway	9.60 NKr/£
Eire	0.95 Punt/£	Portugal	227.50 Es/£
France	7.46 F/£	Spain	184 Pta/£
Germany	2.20 DM/£	Sweden	10.04 SKr/£
Greece	363 D/£	Switzerland	1.76 SFr/£



Disclosure: why pick on PSVs?

“ I BELIEVE that, in the interests of road safety and open Government, roadworthiness, prohibition and conviction records relating to vehicles and operators should be made available to anyone who wishes to have the information.”

So said road safety minister Steven Norris in announcing proposals for the disclosure of information about PSVs and HGVs and their operators (*CBW*, 23 March). This is a radical step on which opinion may be divided as to its merits. A consultation paper is in circulation but responses must be submitted by 15 April. It may be wondered why only the PSV and HGV industries have been singled out for this treatment.

Equity would suggest the same access to information should be applied to the licensing and safety records of the rail, sea and air transport industries. And to taxis, hire cars and self-drive fleets.

If we are going this far, why not embrace the issue of public health standards in food shops, restaurants and hotels? From there, one is only a hair's breadth away from concluding that the limited liability protection afforded by the Company Acts is so meaningless that potential creditors should be entitled to obtain details of the payment record by any business to Inland Revenue, Customs & Excise and even the Driver and Vehicle Licensing Agency.

Although the Department of Transport has plans to grade 'offences' and set them into the context of the size of the affected operation, there may be grave doubts about how a member of the public (not to mention the press) will perceive this information.

Things like broken mirror glasses, an inoperative light or unmarked switches might reasonably be graded as fairly minor transgressions compared with broken spring leaves, loose body mountings or jammed emergency doors. Yet who can say the latter group are more likely to cause accidents than the former?

Arguably, a driver is more likely to run someone over through not seeing them in the dark than through driving a vehicle with a cracked spring leaf - or at greater risk of causing a collision through having a broken mirror than because of a loose body mounting.

I conclude that grading seems fraught with pitfalls. While comparison of an operator's test pass rate with the national average may have some meaning, it does not tell the full story.

For there is a simple way in which any operator can avoid being subjected to this comparison: by not, himself, putting any vehicles through annual test! Vehicles submitted for test by repairers or dealers do not count against an operator's record.

Although some may actually favour disclosure, others may well feel the process of annual and spot testing of vehicles is not something created for public display. Rather that it is part of the internal control procedures designed to give Vehicle Inspectorate and, ultimately, the traffic commissioner, the necessary information to determine whether or not an operator can be entrusted with the operation of a particular number, or types, of vehicles.

If this view is correct, it would seem to follow that the point at which the sort of information now planned to be disclosed should enter the public domain is at a **Public** inquiry. Here it will not only be graded but,

efficient service delivered by persons possessing an acceptable level of honesty, integrity and competence.

If the system is seen as fulfilling these objectives, revealing to the public the control measures that actually deliver this satisfactory level of performance serves no useful purpose. If, however, the system is not seen to offer to its clients what they have a right to expect, the whole system, its funding and its resources need to be reviewed.

Telling the public where it is falling down will not effect a cure! Because this is a subject where I recognise there may be conflicting views - and also accepting the proposal is well intentioned - I have (perhaps uncharacteristically) set out the arguments in a fairly neutral way.

There is, however, one aspect on which I feel I should indicate my concerns: I think we are seeing a revival of interest in the coach and bus as an environmentally friendly form of transport which has the capability of reducing not only pollution but also congestion. This perception has not just been foisted by the industry into the minds of local and national politicians. No! Much more importantly, although only a tiny seed at present, the very attitude of the population as a whole to public transport is on the change.

It would be a great pity if this move for the better was undermined, or reversed, by suggesting to the people of this country there were doubts about the inherent safety of public transport and that they could, or should, check it out for themselves before using it.

This would not only be folly, it would be at variance with the truth - as borne out by the Government's annual statistics. Critical examination of individual detail has the propensity to give a badly warped view of the overall picture. Adoption of this proposal would also perpetuate the myth that most accidents are caused by defective vehicles.

The fact is only a very small percentage of accidents are thus caused. I seem to remember research showing the condition of vehicles accounted for only about three per cent of accidents. If there is a desire allied to a possibility to further reduce the minuscule number of fatalities in which PSVs are involved we should press the DoT to conduct an in-depth investigation into each and every one of them and publish the findings.

In that way we could all address the shortcomings which cause the small number of fatalities for which our industry may perhaps be responsible.



Steven Norris: plans yet another radical step

set in context, properly evaluated and balanced against other relevant factors.

For one potential criticism of the present proposals is that they would only put in the public showcase half of the criteria on which decisions about fitness to operate are made by the traffic commissioner. If he needs to also take into account good repute and adequate financial standing, can the public make an correct judgment using only partial information?

In passing, it has to be said that evidence of a conviction does not automatically mean there is a loss of the necessary good repute. 'Health warnings' to that effect will not prevent members of the public jumping to the wrong conclusion. The intriguing point is this: why should disclosure be seen as meritorious? If the licensing system is working properly and with adequate levels of enforcement, it should produce a transport system which gives its customers a safe and

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Clodagh's revenge

OPERATORS who appreciated the romantic adventure of Caledonian MacBrayne's Skye crossing (over the seas to Skye, and all that) and were a little put out when they built a bridge, might want to back a non-profit-making venture by 79-year-old grandmother Clodagh Mackenzie.

The Kyleakin pensioner was infuriated by the bridge, not least because one of the pilings took up a substantial proportion of her garden. Her response was, at first, to try her luck at crossing the bridge without paying. She ended up in court, where it was decided she didn't have to pay because of her age.

Heartened by the success, she now plans to run a cheap minibus over the bridge, with herself at the wheel. The widow of a World War II spyhunter, she has all the credentials to make it work, and the knowledge only the driver has to pay...

Welcome help from British Bus

THREE cheers for British Bus, and its funding for a playbus sent out to South Africa last week.

The ageing decker has been converted for use as a school room and education unit, among other things, and will be doing a round tour of the still-impoorished townships. It will have qualified teachers and health advisers aboard.

The Kidicol Pre-Primary School Playbus, as it is to be called, was sent on its way by (l to r) British Bus chairman Dawson Williams; His Excellency Mr Mendi MTB Msimang, high commissioner for the Republic of South Africa; Baroness Chalker; and Linda Williams.



Pensioners buy a ticket to the other side

PENSIONERS get into the news once again for their eccentricity, this time a trio of ladies from Cheshire. The septuagenarians are so worried by crossing the road near their home in Offerton that they take a 13-mile bus trip, down the road via Bredbury, Romiley, Compstall, Marple Bridge, and

Marple to get back to the same stop, albeit on the other side of the road. "Crossing the road is a nightmare. You are taking your life in your hands," said Olive Gee, 72. Olive and her two friends are due for a new crossing later this year, denying the bus company its profit.



DRINKS MACHINES AND CATERING EQUIPMENT

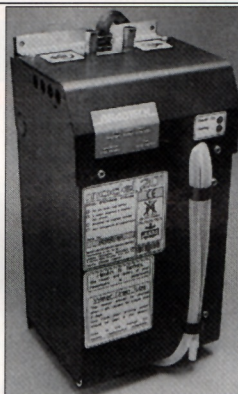
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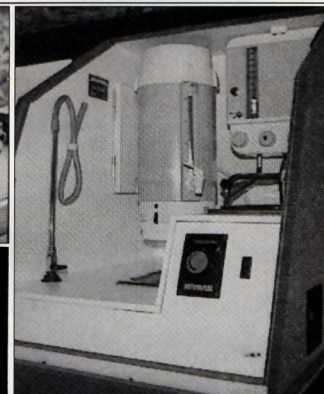
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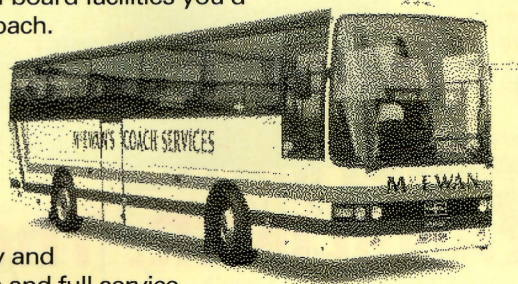
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LETTER OF THE WEEK



Why not ban the cars?

From Stephen Mellor

I have a solution to the Government's current misguided concepts concerning PCV motorway regulations.

In view of the ever-increasing number of cars, some of Britain's motorways are now dangerously heading towards saturation point so I propose:

1. The car and light goods speed limit be reduced to 60 mph.
2. The PCV (including those coaches currently exempt on age and weight grounds) speed limit be an EEC agreed limit of 65 mph.
3. The third (or outer) lane be used only by PCVs (and the emergency services) for overtaking manoeuvres thus confining the car (of which the majority do not have professional drivers) to the inner lanes. This would allow the PCV complete with soft cargo and professional driver to unwedge itself from potentially dangerous situations and enter a safer area.

I make the last statement because of

recent personal experiences with which many operators will be familiar.

When trapped between two slow-moving lorries in the second lane one obviously leaves a sensible gap in front.

When this gap is taken away by someone who doesn't appreciate or understand the reason for that gap (or, for that matter, the safety of a coach and its passengers) and presumes it's a gap to keep 38 tonnes mobile or, in the case of cars, a convenient place to "dive in", the end result does not look very professional and is potentially extremely dangerous.

The positive side of the third (or outer) lane use can only result in public transport being safer, quicker and thus more appealing and, who knows, it might even persuade some people to seriously consider whether it's worthwhile using the car.

The moral of the above is that if someone wants to sit in their own personal mobile living room, so be it but not at the expense of the more efficient and environmentally friendly PCV. One could say it's a bus lane

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The editor is always pleased to receive letters for publication and, if requested, will publish these anonymously but all letters should include the author's full name (ie first name and surname), address and telephone number.



Letter of the week wins a Corgi Classics model bus

from the other end of the spectrum — similar problem, same end result.

I suppose one of the possible drawbacks to this theory is the fact it might make the railways less attractive, or have they already been sold off?

Stephen Mellor
Mellor Coaches
Harrow

Keep on checking

From Robert Hope

Thank you for the very interesting feature (CBW, 9 March), by John Dickson-Simpson 'More torque on wheel nuts'. With it a small item reported that Bowens has just started fitting Disc-Lock Safety Wheel Nuts. It said: "An alternative to constantly checking your wheel-nuts is to fit the locking variety of which there are several makes on the market."

While the fitting of Disc-Lock Safety Wheel Nuts will ensure wheels will not come loose, I would like to stress their use does not obviate the need to check the wheelnuts regularly. Disc-Lock Safety Wheel Nuts will provide peace of mind to operators and save on maintenance costs but under no circumstances should they be seen as a way to eliminate the essential routine checks as recommended by the BSI in its latest BS AU 50: Part 2: Section 7a Code of Practice for the selection and care of tyres and wheels for commercial vehicles.

Robert Hope
Disc-Lock Europe Ltd
Kent

■ In no way did we intend to suggest that the fitting of this product obviates the need for the essential routine checks. Rather that it would provide the very peace of mind to which you refer as operators and drivers would not be neurotically inspecting wheel-nuts at every possible opportunity — Ed.

Well done, Gerry

From Kevin Hall

So, Gerry Topiol has decided to resign as chairman of the Coach Tourism Council. This came as a big surprise at first. However, after thinking about his position as chairman, which he held for six years, it probably was inevitable that he has had enough. It really is a thankless task.

The Coach Tourism Council has grown from strength to strength. From early days when there was no money to hire a professional PR company, Gerry and his dedicated committee had to knock on doors to ensure the membership grew. Today, the CTC has a powerful membership. Not only are most of the major coach operators members, but major suppliers support the CTC as well.

The CTC board needs to give its support to the new chairman, who will be elected at the May meeting, but Gerry will be missed. I guess Gerry will now concentrate not on CTC matters but on matters concerning his own business - Groupways. I hope, however, we will still see Gerry at future CTC events.

Gerry, you did a great job as chairman, well done, and thank you.

Kevin Hall
Sales manager
Home & Overseas Insurance Co
London W1

Let's look to Europe

From Andrew Braddock

In his article (CBW, 10 February) Phil Sampson makes a number of highly relevant points concerning the need to substantially upgrade the quality of public transport and the industry would do well to reflect on his advice.

Many of the things he is talking about are, of course, a feature of urban transport systems in other European countries and there are now some hopeful signs that politicians and the electorate recognise the UK's adherence to the American model, which puts the car first, is misplaced. The lessons from Europe are much more germane.

I would, however, wish to take issue with just one of Phil Sampson's points. The introduction of low-floor buses in London, and, I believe, in every other area so far to try them in the UK, has been accompanied by considerable publicity for existing users and non-users of public transport, emphasising the benefits for all passengers of the easy access the low-floor design offers.

The five individual route leaflets in London, which were delivered to all homes in the areas concerned before low-floor buses went into service, left no doubt about the advantages for passengers with small children in pushchairs and for wheelchair users.

Andrew Braddock
Head of Unit for Disabled Passengers
London Transport

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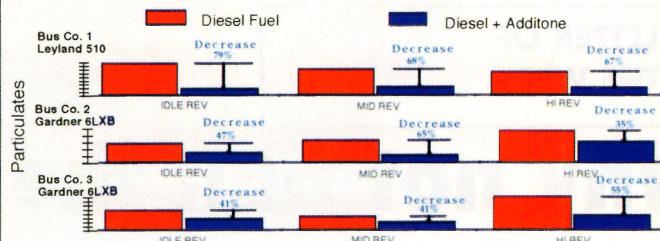
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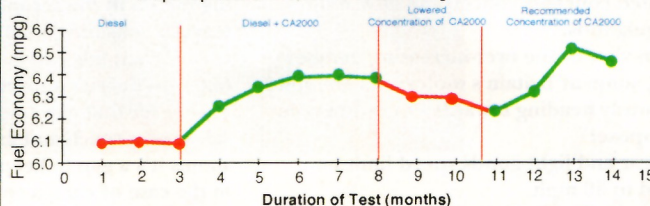
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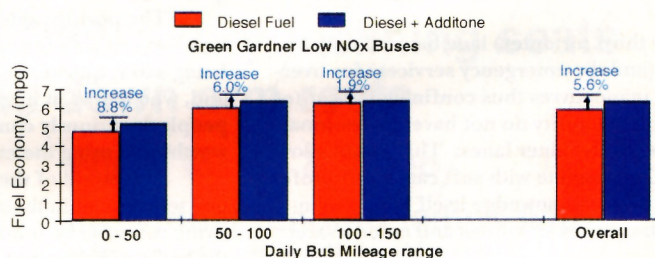
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Graph represents 500,000 miles of Testing on London Roads



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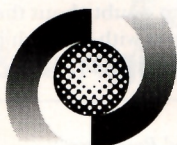
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Free advertising space: highlighting environmental benefits can only increase public awareness and hence patronage

Opportunity or threat?

LAST Summer over 50 per cent of children admitted to one major hospital were suffering from breathing problems. With over 100,000 hospital admissions in the UK relating to asthma alone, it is hardly surprising that environmental matters such as the effects of pollution are dominating the news.

Extensive publicity given to the detrimental effects of pollution on health have led to increasing awareness of the problem.

Conversely, there is insufficient public awareness of the green advantages of public transport. This is despite excellent reports such as the Clean and Green report by the National Federation of Bus Users and The Role of the Bus in the Urban Economy by the Confederation of Passenger Transport UK (CPT).

Yet the industry has a golden (or should it be green?) opportunity to increase patronage and revenue while providing substantial benefits to society. This applies to all types of operator from the large well-established one to the small newcomers with coaches, buses or both.

However, the industry does not always distinguish itself in the promotion of its products to present and prospective customers, from an environmental viewpoint.

A lack of public awareness holds back the coach and bus industry's contribution to a cleaner, healthier future. Alan West says now is the time to promote the environmental advantage

As with all management tasks, time spent planning our strategy can be most productive. When considering the whole area of environment, it is necessary to start with present company policy and how it relates to present

Government policy - ie recent tax advantages introduced by the Chancellor at the last Budget for gas fuel users.

In this respect, if we apply what in marketing terms would be a strengths, weaknesses, opportunities and threats (SWOT) analysis, relating it to our business and industry as a whole, a much clearer picture of effective, practical measures can be seen.

For example, your coaches and buses offer free advertising space and are in direct eye contact with motorists on a local, national and often international scale.

Highlighting environmental benefits achieved by re-engined vehicles, green fuels engine modification, liquid petroleum gas (LPG), compressed natural gas (CNG) conversions to park & ride can only increase public awareness and hence patronage.

To gain maximum advantage the message must be put across in the strongest possible way, just as the drink driving campaign is promoted:

- 'IS YOUR CAR JOURNEY ADDING TO CHILD ASTHMA - 100,000 PEOPLE THINK SO' or
- 'USE THE BUS AND HELP REDUCE POLLUTION' or
- 'ONE BUS CAN TAKE 50 POLLUTING CARS OFF THE ROAD' or

...opportunity or threat?

►►► ● 'PARK & RIDE, YOU KNOW IT MAKES SENSE'

These kinds of promotion do not have to be run in conjunction with new vehicles, but it is essential that they are not attached to smoky vehicles, often associated with inferior maintenance. This would certainly result in the operators, and the industry's, claims being treated with contempt.

These smoky old vehicles are our main

transport when following a smoky bus - even if its smoke is less dangerous to health than the car in which they are sat - is an extremely difficult task.

However, opportunities exist to promote public transport from an environmental viewpoint to a much younger audience. With many more children being driven to school, particularly in urban areas, than 10 years ago, the potential for growth in the under-16 mar-

lic transport by their children, must also be captured.

However, the main threat to our industry is the private car. But with care this negative can be turned to our advantage, highlighting the congestion and pollution the car produces. As local authorities initiate more bus priorities measures the advantage of using public transport will become more obvious.

Many joint initiatives exist with local authorities, operators and manufacturers, such as the Southampton Citybus initiative with British Gas and Hampshire County Council.

There is scope for many more partnerships. European Union, transport executives, local authorities, national chain stores, supermarkets and banks all have environmental policies and can be persuaded to join with a local operator in the promotion of public transport - ie National Westminster Bank instigated a research project into passenger information in conjunction with Midland Fox, Nottingham University and Leicestershire County Council.

With careful planning much can be achieved to reduce pollution and costs while increasing revenue and the profile of public transport into the bargain.

The coach and bus industry must grasp what could be its most positive advantage for many years — the environmental advantage — and use it to our benefit as well as our community and the nation's health.

Alan West is a Member of the Chartered Institute and is a service audit supervisor with South Yorkshire Passenger Transport, heading a team monitoring service standards and investigating passenger complaints



Joint initiative: Southampton Citybus is getting a compressed natural gas filling station

weakness. Random emission tests by the Vehicle Inspectorate (VI) and annual tests still produce a disturbing number of failures.

Sadly one smoky bus can often overshadow a number of operators who carry out good environmental measures on their vehicles.

Trying to convince the average motorist about the environmental advantages of public

ket is huge.

Promoting public transport in schools by appealing to the much more environmentally conscious youth of today can be very effective. With the help of local authorities, and campaigns such as Travelwise, these promotions can also provide a good platform for short and long-term revenue generation.

Adult passengers, persuaded to use pub-

IN THE NEWS ... IN THE NEWS ... IN THE NEWS ... IN THE NEWS ... IN THE NEWS ... IN THE NEWS ... IN THE NEWS ...

CBW 23 March: More money for London bus priorities; gas-powered Mercedes-Benz coach for tours of Munich

CBW 9 March: Volvo Environmental Concept Bus demonstrated in Whitehall

CBW 24 February: Ensign is concentrating on normally aspirated LPG conversion; Guide Friday, which is converting Ensign's buses to gas in addition to vehicles for Q-Drive, Badgerline and Midland Red South, will have three LPG buses in Dublin.

CBW 17 February: Dennis and Cummins sign agreement to develop next generation of vehicles, including an advanced electric drive,

low-floor bus powered by diesel or gas engine.

CBW 10 February: Shell is to supply emission-cutting low-sulphur fuel to FirstBus; Mobil claims breakthrough for its Cleaner-burn low-sulphur diesel; London Transport Buses and Westminster Council fund UK's largest experiment to cut emissions from bus exhausts - 700 buses run by Cowie South London and Stagecoach East London affected; Southampton Citybus orders 10 purpose-built CNG Dennis Darts to add to six already converted as 10-year supply agreement brings new filling station.

CBW 3 February: CBW study tour will

see Canada's CNG buses in action; Cowie Leaside is first major London operator to run its fleet on low-sulphur diesel.

CBW 27 January: Bristol park & ride helps battle against pollution says report; Volvo's hybrid concept bus tested; Cheshire County Council says pollution in Chester is unacceptable.

CBW 20 January: Stagecoach Ribblesdale saves fuel and cuts smoke with Ethan Evans air/stream inspirator.

CBW 13 January: CNG-powered Plaxton-bodied Dennis Dart for FirstBus is UK's first purpose-built gas bus

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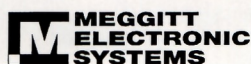
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Photo: Even sold down-under in Aussie



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Treatment can cut smoking 50% — claim

TRIPLE-E'S D2000 organic DERV treatment cuts smoke without changing the type of fuel. Operators experiencing smoke opacity readings down by up to 50 per cent mirror results established on Leeds University test rigs.

Cleveland Transit first did a 12-month evaluation over 10 years ago and the additive has

since been used by many major fleets. Benefits include reduced smoke and particulate emissions and a drastic reduction in the need to replace fuel pumps and injectors.

Halton Borough Transport changed only three sets of injectors and one pump on its fleet of 34 Leyland Lynx over a seven year/six-million-mile period with not a single 'smoking notice.'

Triple-E enlisted the help of local bus companies and, in the case of Merseybus, an MoT testing station. Before and after tests were conducted on five buses. The first four had naturally aspi-



Halton BT: not a single 'smoking notice' in seven years

rated Leyland or Gardner engines already operating at a satisfactory K=0.56 opacity level but which consistently experienced a fall of about 28 per cent in less than 45 minutes. However, the sternest test was provided by Chester City Transport's turbocharged Perkins Phaser-engined minibus which was requiring attention because its opacity

level was K=4.10. This level fell to 3.70 in 25 minutes and then down to 3.24 in the next 20 minutes following another shot of D2000.

Triple-E says D2000 has been effective in low-sulphur fuels and is of major benefit where traps or converters are fitted.

Contact Triple-E on 01204 708090 or fax 01204 708140



Stern test: Chester Phaser-engined minibus

Exhaust catalysts a viable alternative says ECS

DIESEL exhaust catalysts offer a viable alternative to purchasing new buses or engines and are far more cost effective, says Engine Control Systems (ECS) marketing executive Alistair Aitken.

ECS has installed diesel

catalysts and filters for bus companies in Europe and in North and South America, winning a top international environmental award for work it undertook in South America on urban buses.

Although ECS offers the

AZ catalyst and EZ trap for a whole range of urban bus operating environments, Mr Aitken says it will only recommend a particular product when it is sure that it solves the problem. He said: "It has always been a policy to offer

operators a range of technologies to solve a problem, and not let the problem dictate the solution."

Contact Engine Control Systems on 01635 871776 or fax 01635 872773

Highspeed says tests show particulate reductions

RECENT tests on the effect of Highspeed 800E on exhaust gases from a new Scania tractor unit have shown significant reductions in PM10 particulate emissions.

Using an AMS 9501S airborne particulate monitor from scientific instrument manufacturer Casella, the diesel fuel treatment from Highspeed Lubricants of Keighley cut PM10 emissions at 1000 rpm by 76 per cent. Total particulate emissions were reduced by 58 per cent at the same engine speed.

Highspeed 800E uses detergent and combustion improver technology to reduce emissions and improve starting, saving on battery and starter wear.

In addition the company is working on a lubricant to reduce the pump wear side effects of low-sulphur diesel, which becomes compulsory from October 1996.

Available from next month, Highspeed's Millennium fuel treatment is claimed to improve lubricity while reducing PM10 by

up to 58 per cent, improving combustion and preventing bacteria and sludge in bulk tanks. Meanwhile, operators looking for a fuel system cleaner to ensure their vehicles pass the diesel smoke test first time, are offered Diesel Tonic 365 which is added to the vehicle's tank, cleaning the system without the need to remove injectors or adjust pumps.

Contact Highspeed on 01535 611103 or fax 01535 611546



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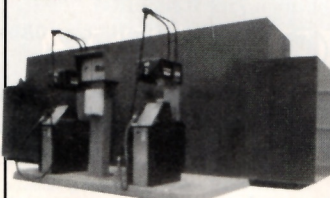
AIC fuel monitoring systems are approved by most major truck manufacturers worldwide and provide a cost effective, efficient answer to the problem of increasing fuel costs.

Contact Derek Carroll at AIC (UK) Ltd for full details and a demonstration.



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Fuel duty rebate claims facilitated

INDEPENDENT local bus service operators usually find Fuel Duty Rebate claims time consuming and tedious because of administrative difficulties in keeping accurate records of actual mileage, dropped mileage and duplicated mileage ready for transfer to the Department of Transport on forms 310 and 311.

AKM of Crewe has a computer software system to help. It runs on any standard personal computer and keeps track of all services run and dead mileage with journeys where required. Timetable variations such as school holidays, bank holidays, non-service days and exceptions on journeys are accounted for automatically. The software allows the description of each service with timetable variation. Calculations of scheduled and actual mileage run for any period takes only minutes. Service variations can be made daily, weekly or monthly.

Graham Martin, proprietor of Great Wyrley-based Green Bus Service, said: "The system saves us a considerable amount of time and we are pleased with the service it provides."

Mike Royds, operations manager of Rochdale-based Pioneer Travel, said: "The mileage calculations for the previous month took 15 minutes instead of one and a half days done manually."

 You can contact AKM for more information 01270 250829



AKM software system saves Green Bus 'a considerable amount of time'

Improve monitoring

STAMFORD International of Lincolnshire has two management systems to help coach and bus operators in their quest for efficient fuel monitoring and security. The Stamford Keytrol is a mechanical system to take up to 20 vehicles. It provides a readout for each keyholder on the side of a free-standing 50 lpm pump.

Electronic monitoring for up to 32 vehicles is provided by the Tallyman in a heavy-duty steel cabinet supplied with any Stamford pump or fitted to most existing fuel pump systems. Its features include: 24-hour illumination and temperature-controlled electronics; lock-out facility for lost or stolen keys; dual totalizers; battery back up.

 Contact Stamford International on 01780 740400 or fax 01780 740460



Tallyman fits most pumps

An in-cab visual aid

ACCURATE fuel consumption monitoring using Automotive Information Control Systems (UK)'s in-cab visual aid to driving technique has found favour among hauliers and was selected for last year's British Bus fuel trials monitored closely by IRTE staff at MIRA.

Earlier tests by EXXON Chemical Technology Centre confirmed the claimed accuracy of plus or minus one per cent.

AIC Swiss designed and built onboard fuel monitors can be used on almost all coaches and buses.

They can record speed, distance, time, fuel used and mpg, assisting drivers to look at the way they drive and prove that just a little change in attitude can financially change an awful lot.

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SHELL has brought its fuel products and services together, giving its road transport customers just one point of contact - a single phone number and a personal account manager.

Low-sulphur diesel is the latest addition to its portfolio giving Shell the distinction of being

the first British refiner to launch the type of diesel required under EC rules from 1 October 1996.

Flexible delivery times for homebase refuelling facilities can give operators delivery at 48 hours notice if required.

 Contact Shell on 0800 010100

How to find those alternative motorway services

COACH drivers appalled by the cost of fuel and food at motorway service areas would consider an alternative if only it was convenient. But leaving the motorway can lead to the loss of valuable time unless they know where they are going.

Gradecity of Billingham has a book to help them in their search. It can also help operators advise group organisers on choice of meal stop. The £2.99 book, *Alternative Motorway Services* by Paul Bradley, shows which motorway junctions to use and where to go once

off the motorway. It covers all motorways in England and Wales with easy-to-follow maps to pinpoint all alternative establishments selling food and drink or fuel.

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MEGGITT Petroleum Systems provides a wide variety of fuel management equipment with its Triscan systems, from simple to fully networked units, to suit the needs of small operators or larger fleets. The Triscan systems provide 24-hour controlled access to authorised individuals only, recording quantity, time, date, vehicle and user identification.

Management reports of usage by individuals, vehicles, departments and/or groups can be obtained at the fuel island or remotely (back office) for stocks, mpg and utilisation data etc.

Software programs associated with the monitoring equipment are available, allowing fuelling information to be automatically transferred to most major fleet management packages whether main-frame or PC based.

Contact Meggitt on 01254 682111 or fax 01254 680381

'A powerful tool for reducing your costs'

VEMIS, a vehicle fleet management information system, developed in Britain by the Leafield Group, provides transport managers with a powerful tool for reducing fuel costs and increasing profitability of fleet operations.

One of the first vehicle data monitoring systems to be developed for the UK market, VEMIS is now in volume production with over 1,600 installations in service with a variety of customers including several leading distribution companies, county councils, police authorities and the Ministry of Defence.

Initial take-up was most rapid among truck operators, and users include BP, Wincanton Transport, P&O Roadtanks and Sun Valley. Now Leafield is to promote the system with coach and bus operators.

"Current users are achieving savings in the order of six-to-eight per cent of fuel costs," said Leafield AVM managing director Ken Evans.

Bridging the gap between management and its vehicles, the VEMIS hardware elements comprise an on-board recorder and memory card backed up by versatile, PC-based software for processing reports. Data can be downloaded at the depot or via modem.

Sensing devices on the vehicle can cover a range of functions such as road speed, engine revs, braking and excessive idling. In addition to savings on fuel and maintenance costs, the system promotes safe driving and fewer accidents.

Details on 01827 311912 or fax 01827 311916

Stagecoach a customer

AYLESBURY-based Vectec Ltd is the UK distributor for the Team Overgaard range of fuel control equipment. These Titan systems were designed in conjunction with a number of oil companies for use by their customers at home sites and bunkering net-

works throughout Scandinavia.

Because they are designed for a wide range of customers, including airports and railways in addition to the coach and bus industry, they incorporate a wider range of features than normally found in commercial vehicle fuel management systems.

Stagecoach is among the customers for Titan fuel monitor, which is capable of being linked to a personal computer either via direct wire or modem. A variation of the Titan terminal will shortly be submitted for Weights and Measures approval and later this year electronic gauging interfaced directly with the terminal will be launched.

Vectec also installs and maintains fuel storage and dispensing equipment.

Details 01296 614244 or fax 01296 613041



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used tanks and offers totally enclosed bundled storage units (tanks within a tank) for hire. In recent years the Braintree-based company has become distributor for the Balmoral range of rotationally-moulded plastic tanks; Watchdog fuel management

systems; and, with its pump, installation and UK-wide maintenance division, offers a comprehensive package.

Contact Terence Barker Tanks on 01376 330661 or fax 01376 330665



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AW Group hopes it's n

Mix a dealership, a world-wide manufacturer of chassis and two Spanish bodybuilders. A recipe for success? Mark Williams finds out



Alan Wilson: 'most effective Beulas advert will be its presence'

AW Group

IF current indications are anything to go by, the future of the tie-up between Iveco, Beulas, Indcar and the AW Group has enormous promise.

The Leicestershire dealer has already enjoyed a massive fillip from new coach sales. Iveco's EuroRider with its Beulas Eurostar body, and Indcar's Eco 3 on EuroMidi chassis, have generated not only the turnover from their new price, but some quality part-exchange coaches for the Ratby yard.

"We're very pleased with having Iveco," said Paul Cresswell, commercial and finance director of AW Group. "It's not just a European company, it's a world-class manufacturer."

Both Mr Cresswell, and sales and marketing director Alan Wilson have absolutely no doubt that Iveco is set for a great future in UK coach sales and, if they are right, will contribute 60 per cent of the group's turnover in 1997. They're playing for high stakes and betting heavily by developing the AW Group site extensively this Spring.

A 'sterile' pre-delivery preparation bay and parts store room are included in plans which will extend the hard standing, and a service island in the forecourt will carry water and booster charge facilities. But AW

Group says there's little need for swish 'shop fronts' - it's the kind of ostentatiousness that gets operators' backs up.

The most effective advertising for the Beulas EuroRider - which made an impression at last year's Coach and Bus 95 - will be its presence on the road. As the 20 currently on order are delivered this Summer, Mr Wilson expects perception of the stylish coach to be improved vastly by exposure to public view.

But the success of EuroRider, and hence AW Group's investment in it, will be down to Iveco's 21 approved service centres. Staff who have previously dealt with EuroStar trucks are now being trained by Iveco to deal with EuroRider.

"I see Scania's Century as the product closest to Beulas," says Mr Cresswell. "Scania is generating a reputation for after-sales service. EuroRider will have to have the same reputation."



Indcar's Mago: plenty of built-in style

Indcar

ANY European manufacturer of midicoaches would be well advised to start with the right-hand-drive model, and offer the left-hand-drive as an option.

Britain is Europe's biggest buyer of midicoaches and this is something Spanish coach-builder Indcar knows only too well. Santiago Queral, director of the company, is in no doubt of the UK market's importance to him.

"First of all, Britain is the biggest buyer of minis and midis in Europe," he told *Coach and Bus Week*. "And secondly, it is the most demanding from a quality point of view."

Not that the marketplace is littered with choice. Indcar's Eco 3 on Iveco EuroMidi (derivative of EuroCargo truck) stands alone as a genuine, coachbuilt 35-seat midi. The only near equivalent is MAN 11.220, bodied by Caetano but you won't get one for the same money as the Eco 3 - around £85,000.

It would be fair to say that, as a front-engined midicoach, it's more of an alternative for Toyota's 18 or 21-seat Optimo. But Ivecobus man-

ager Harry Chambers is having none of this talk: "We're hoping to carve our own niches," he says.

In Spain, there are few such perception problems. Indcar is turning out 200 a year for its home market, and latterly a few for France and the Benelux countries.

Each vehicle takes a month to get through the factory - right next door to Beulas, in Arbucies. And now, 15 right-hand-drive Eco 3s are in build for delivery by the end of June.

It's not just Eco 3, either. Indcar's extremely stylish Mago 25-seater on DailyBus 59.12 has its possibilities as a Mercedes and Optimo challenger, available with every mod con. And its Mago-Bus with similar, rakish looks (GM Calibra headlamps and Fiat Brava rear lights!) and Euro 2 engine will find takers who want buses with some style.

What aspect of Indcar are you most proud of, I ask Mr Queral as he poses beside his company soccer team's impressive array of trophies: "Our strength as a company is that we are not proud of anything," he says. "If we were proud, we wouldn't be striving to improve every aspect of our quality."

married a happy family

Beulas

OPERATORS who missed the chance to prod around the Beulas Euro 90 at Coach and Bus 95 will get another opportunity at the Brighton Coach Rally.

It's a lovely-looking coach – the kind of style that attracted so many buyers to Irizar Century – but beauty is so often skin deep. Only a visit to the factory on the Costa Brava would confirm that Beulas is every bit as sophisticated from the frame upwards.

In common with all the current bodies being sold with Iveco chassis, it meets R66 rollover. It also meets UK axle limits with consummate ease, thanks in part to Iveco's weight-saving engineering of the EuroRider chassis, but also the ultra-modern materials Beulas introduced (CBW, 23 March).

For though Beulas, with 50 years behind it, may be hot on tradition, it's also chasing new technology as soon as it looks feasible. As a result, the Euro 90 is a CAD-configured body which uses the best in modern materials. Even the standard seats from Fainsa Gaudi are carbon-framed.

The factory, too, is modern. The low-bake paint booths are particularly impressive, utilising limited manoeuvring space by having a trolley running

on rails to shift each vehicle from one area to another. In a few months, Beulas will have spent another £0.5 million on the site, and will be able to build 170 coaches in 1997.

But husband-and-wife directors, Joaquín and Teresa Beulas, would not be happy with excessive automation, not least because it's inappropriate to a market in which every vehicle is different. Automation might also do away with the bloke I saw filing welding flashing off the steel, the man with the buffing tool, the chap who sands down the wooden luggage locker floor trims, and a number of other staff who spend their day being 'picky'.

Among details which impressed me were the lack of thread-tapping screws, the anti-corrosion treatment, a roof-mounted air conditioning cowl designed by Beulas to spread axle weight, the gas-strut-lifted lower panning in hefty alloy plate... a range of features to give the coach a long and pleasant service life.

All things considered – not least the price tag (depending on equipment level) of around £155,000 with air conditioning standard – Beulas seems set to be another name on operators' lips. And, in light of this, it's pronounced 'Bee-ow-las'...



Beulas wants to keep the 'picky' quality control



EuroRider meets R66 rollover, with air-con and all equipment the UK market demands, and without resorting to three axles



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Coach of the Year from

by Mark Williams

THE sale of Flightlink to National Express (see News, this issue) hasn't prevented the West Midlands operator from ordering three Flightlink Excaltors on top of three like this for its tour work.

The tour vehicles are air-conditioned 49-seaters in Flights' new standard tour trim with video, hot drinks machine, fridge, toilet and washroom. They have twin-lens, heated and electrically-adjustable mirrors - a new Plaxton option. Seatbelts on every seat are complemented by an illuminated seatbelt reminder sign.

"We do a lot of corporate charter work, providing transport for the many blue-chip companies doing business in and around the city," said

SCANIA

Three get flavour for more Centurys

IRIZAR is still flavour of the month at Scania Bus and Coach, with four Centurys delivered to operators from Lancashire to Hampshire.

Buddens Coaches' now has four Irizar in its UK and European tour fleet with the addition of these two to a pair bought last year. They have the usual air conditioning and tour trim, plus alloy wheels, tinted double-glazing and magazine nets.

Happy Days Coaches of Stafford has its first Irizar, again a 49-seater but this time with

seatback tables. Like the Buddens vehicles, it will be engaged in UK and European tour work.

And Monks European decided to livery its Century after delivery, having it back out on the road on an Austrian tour the day it left the paintshop. With extensive vinyls, it breaks new ground for Monks' livery, and its performance - rated "brilliant" by director Alice Churton - has already got Monks reaching for the cheque book to buy another at the end of the year.

OPTARE

Black Prince go

MORLEY independent Black Prince is the first Yorkshire operator to buy a full-sized Mercedes-Benz bus, as it continues to compete against new buses of FirstBus subsidiary Leeds City Link on the busy Leeds to Morley corridor.

The 49-seat Optare Prisma follows on from a purchase of four Optare Vectas last year and is used exclusively on the X49 service with its regular driver David Brown. The Mercedes-Benz 0405 chassis is powered by the 12-litre OM447H engine and ZF automatic transmission and is the quietest vehicle in the independent's fleet.

Featuring most DPTAC recommended enhancement, the vehicle has kneeling suspension, tinted glass, convection heating and soft trim.

Proprietor Brian Crowther





winners together

Operator of the Year buys
m Dealer of the Year

Geoff Flight, managing director. "The first three of the order for six will spend most of their time on ground-handling operations in the Midlands area, and have been bought with this business in mind."

The second three are the first Excaliburs on B10MSE, heading for Flights' new contract arrangement with NatEx, and with the Flightlink branding. These 44-seaters enjoy extra luggage space, needed for airport ground handling. They will be air-conditioned, with servery and washroom at the rear.

The delivery brings three award winners from the Coach Industry Awards together. Flights was medium-sized operator of the year, Excalibur coach of the year, and Kirkby the dealership of the year.



OPTARE

MetroRiders for 'fightback strategy'

EIGHT fastflow Optare MetroRiders for Clydeside Buses of Renfrew are the first deliveries of a nationwide group order from British Bus for 45 vehicles from the Leeds-based manufacturer.

Vehicles have been ordered for Northumbria, Yorkshire Buses and Kentish Bus, and a further 10 will be delivered to Clydeside during the Summer.

The long-wheelbase, 29-seaters are earmarked for a forthcoming route upgrade by the Scottish subsidiary, which sees the MetroRiders as part of its "fightback strategy" to recapture market share lost to numerous independent competitors in the Strathclyde area.

Engineering director Tony Williamson said the vehicles were currently operating from Greenock depot: "We have some plans for a comprehensive route upgrading but these are under wraps at the moment," he said. Clydeside is concentrating on improving the quality of its fleet at present and Mr Williamson says the new midibuses will be used to stimulate passenger growth on competitive routes.

The wide-bodied MetroRiders are powered by Cummins turbocharged engines, with Allison automatic transmission, and can carry an additional 13 standing passengers.

es for quality

said the Prisma was part of a general fleet upgrade, which is the payback for 10 years of loyal custom on his routes. "We evaluated a number of different vehicles and chose the Prisma because we were impressed with the Optare quality of build and the competitive price," he said.

"I believe in supporting local industry and the backup from Optare and MAN on our last new vehicles has been excellent. We use a driver who knows his regular passengers and they all make a bee-line for his bus whenever they see it. It's fast, warm, has excellent suspension, and we are perceived to offer the quickest services to Leeds by most of the Morley passengers," said

Mr Crowther.



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(61764/VSG)



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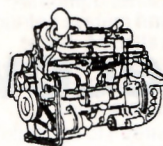
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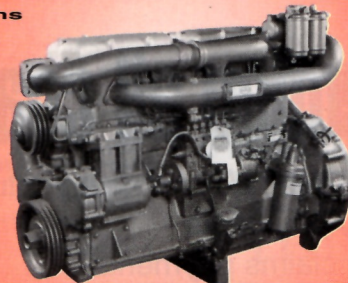
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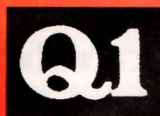
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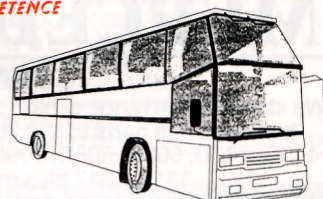
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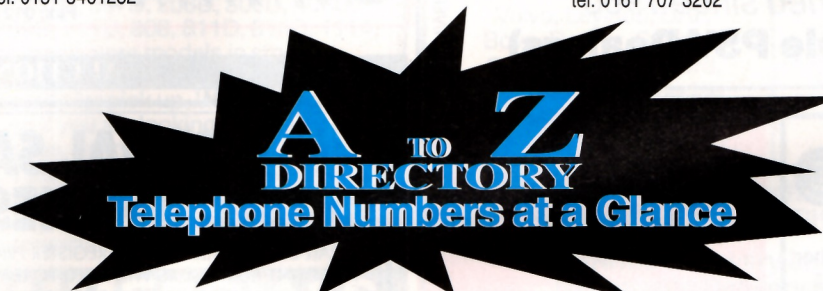
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**Mr N. Pegg, Operations Manager,
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Unit C1, Tamian Way, Green Lane, Hounslow,
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(62280/APP)



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(62217/APP)

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Limebourne Travel, the London based coaching division of Q Drive has a vacancy for a Coach Controller.

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Possession of a CPC and/or PCV driving licence would be an advantage but are not essential.

Encouragement with career development will be given, if appropriate.

**Please apply in writing with full CV to Garby Zacca,
Traffic Manager, Limebourne Travel, Silverthorne Road,
London SW8 3HE**

Limebourne Travel is part of the Q Drive Group.

(62223/APP)

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Coach and Bus Week ending 30 March 1996

▼ Coach and Bus

BCT's Mark Griffin is to join Expo Management

Expo Coach 96 organiser's new general manager

BUS and Coach Training's business development manager, **Mark Griffin**, is to leave BCT on 4 April and is joining Expo Coach 96 organiser Expo Manage-



Mark Griffin: leaves BCT on 4 April

by Mark Williams

ment as its new general manager.

"During the three and a half years with BCT I have made many friends and particularly enjoyed being involved in many projects aimed at improving the quality of standards within the coach and bus industry," said Mr Griffin.

The 34-year-old CIT member has seen the number of PSV-orientated NVQs handled by BCT rise from 2,000 to 10,000, and the number of NVQ centres increase from 60 to 200.

He's hoping to achieve something similar at Expo Management, developing a range of trade shows, and using his industry profile to its advantage.

"This is a very exciting opportunity and I am relishing the challenge ahead," he said. His replacement at BCT has not yet been decided.



Anthony Pursey: group commercial director

▼ Manufacturing

Moving at Mayflower

MAYFLOWER Corporation has drafted its former acquisitions manager, **Anthony Pursey**, as group commercial director at Walter Alexander.

The 37-year-old graduate of Sheffield University and the Wharton School of Finance has worked in corporate acquisitions for most of his career. He joined Mayflower in 1992.

"Walter Alexander is a very strong company with a superb customer base,"

said Mr Pursey. "Mayflower has ambitious plans to develop the company and to exploit emerging markets in Asia. It will be my task to lead the implementation of many of these plans and this is a task I am looking forward to with considerable enthusiasm."

He will also play a major role in Alexander's sales and marketing. Mr Pursey and his wife Gabrielle have already relocated from London.



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YOUR COMPANY DETAILS

1. What is your primary job title? (Tick one only)

Owner/Direct	01
Senior/General Manager	02
Engineering/Service Manager	03
Other, (please specify)	04

2. What is your company's main business function?

Bus Operator	01
Coach Operator	05
Coach & Bus Operator	02

Local Government	03
Other (please specify)	04

3. How many vehicles does your company own/operate? (Tick all that apply)

	Buses	Coaches
1-5	01	10
6-10	02	11
11-15	03	12
16-25	04	13
26-39	05	14
40-100	06	15
101-400	07	16
401-1000	08	17
1000 +	09	18

4. Do you have responsibility for the recommendation/purchase and/or specification of the following? (Tick all that apply)

	Pur	Spec	Rec
Vehicles	01	12	23
Parts/Spares	02	13	24
Oil/Fuel	03	14	25
Breakdown	04	15	26
Insurance/Finance	05	16	27
Fuel Cards	06	17	28
Training	07	18	29
Venue/Attraction Tickets	08	19	30
Ferry Crossing	09	20	31
Hotel Bookings	10	21	32
Theatre Tickets	11	22	33
Other, (please specify)			34

5. What type of work does your company undertake? (Tick all that apply)

Private Hire	01
Day Excursions	02
British Tours	03
European Tours	04
Local Government Contracts	05
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Ref: 6931

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Ref: 6884

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1994 L Volvo B10M Jonckheere 45, 49/53 reclining seats,

Exterior White, Interior Multi Moquette, Radio, Pa, Cassette, Wheel Discs, Driver Operated Door, ABS, Retarder, Side Locker, Toilet, Double Glazing, Tinted Windows, Blinds, Continental Door, Crew Seat and Black Gangway.

Ref: 6623

£137,500

1994 L Volvo B10M Jonckheere 45, 49/53 reclining seats.

Exterior White, Interior Multi Moquette, Radio, PA, Stereo, W/Discs, Driver operated door, ABS, Exhaust Brake, Side Locker, Sunken Toilet, Double Glazing, Tinted Windows, Blinds, Continental Door, Crew Seat, Soft Trim, Air Suspension.

Ref: 6620

£137,500



1993 L Volvo B10M Premiere 320, 53 reclining seats,

Exterior White Blue & Orange, Interior Grey, Blue & Orange Moquette, Radio, Pa, Cassette, Front Wheel Discs, Driver Operated Door, ABS, Exhaust Brake, Side Locker, Double Glazing, Tinted Windows, Curtains and No Rack Doors.

Ref: 6922

£111,950

1993 L Volvo B10M Premiere 320, 49 reclining seats,

Exterior White, Interior Grey, Orange and Blue Moquette, Radio, Pa, Cassette, Front Wheel Discs, Driver Operated Door, ABS, Exhaust Brake, Side Locker, Toilet, Double Glazing, Tinted Windows, Curtains and No Rack Doors.

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